

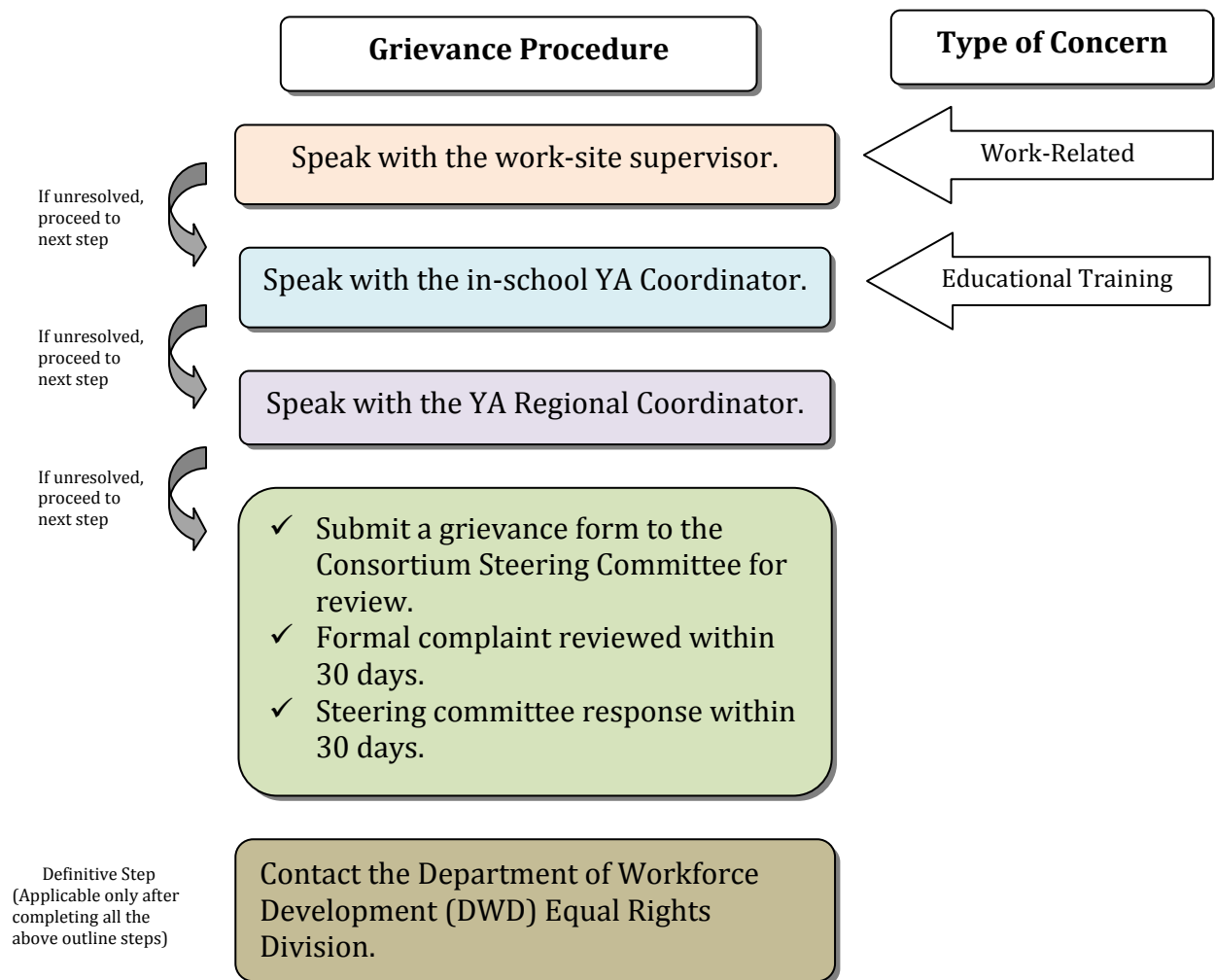


# Youth Apprenticeship Program: Investing in Wisconsin's Future

## Grievance Procedure

The NW CEP Youth Apprenticeship Consortium has set forth this procedure to provide for a standardized, equitable system in which an individual can present an issue associated with their YA participation for review and resolution.

Participant members having a complaint or grievance shall utilize the following procedure in seeking resolutions to problems concerning them. Detailed responsibilities of each level representative are described below.



### Work-site Supervisor

Any participant having a complaint shall discuss the matter with his/her work-site supervisor. The supervisor shall attempt to resolve the matter at this level of authority within a reasonable amount of time. Should the matter be resolved, no further action is required. Should the complaint not be resolved, the issue shall be brought to the in-school YA coordinator.

### In-school Coordinator

The in-school coordinator will attempt resolution within a reasonable amount of time. The coordinator should commit the issue to writing and the steps taken to resolve the complaint and file it accordingly. If resolved at this level, no further action. If the complaint is not resolved in a satisfactory manner, the student participant and/or in-school coordinator shall consult with the YA Regional Coordinator.

### YA Regional Coordinator

The YA Regional Coordinator shall carefully analyze all of the facts and issues as identified by the participant and make every effort to resolve the issue in an appropriate amount of time. If the complaint is not resolved, the student shall have the opportunity to appeal the issue to the Youth Apprenticeship Steering Committee for decision. Such appeal shall be in writing with the completion of the Grievance Form.

### Steering Committee

The Steering Committee shall review the issues stated in the complaint and the decisions reached at all levels previously, and shall issue a determination to the participant within 30 days or receiving the complaint. If resolved, no further activity is required and the decision will be documented accordingly and closed.

### Appellate Rights

If the participant is not satisfied with the decision and wishes to pursue the matter further, he/she may contact the Department of Workforce Development Equal Rights Division to review the matter.

Should any level of authority refuse to attempt resolution of a participant complain or fail to comply with the procedure as cited at each step in the procedure, the employee initiating the complaint shall have the right to bypass the resolution attempt at that step and appeal to the next highest level.