

PROGRAM GRIEVANCE AND COMPLAINT RESOLUTION PROCEDURES

As a participant in our program, you have a right to file a grievance or complaint about any aspect of the program. Please let us know your concerns, and we will try to resolve them informally. If that does not work, we will help you file a formal complaint by providing written instructions and other assistance you may need.

The filing of a formal complaint will be considered a request for a hearing. You will receive a prompt and impartial hearing and you are guaranteed by federal law that you will be free from restraint, coercion, or reprisal from us as a result of filing a complaint.

If for any reason you feel uncomfortable talking to us about your concerns, you may call NoRTEC, our oversight agency, at (530)892-9600, and ask for someone who can help you file a complaint.

In summary, the process and timelines associated with the filing of a formal complaint are as follows:

1. Try to resolve the issue informally by talking to us about it.
2. If this does not work, you must file a formal complaint with NoRTEC. The complaint must be in writing and filed within one year of the alleged occurrence.
3. We will provide you with instructions on what must be included in the formal complaint and we will help you write it, if you want. You may also seek assistance from NoRTEC.
4. You must sign and date the formal complaint.
5. Your impartial hearing will be conducted within 30 days of the filing of your formal complaint, and you will be notified at least 10 days prior to the date of the hearing.
6. You will receive a written decision from your impartial hearing no later than 60 days from the date you filed your written complaint.
7. If you disagree with the written decision from the impartial hearing, you may file an appeal with the Employment Development Department (EDD). This appeal must be written and filed or postmarked within 10 days from the date on which you received the written decision, and submitted to the following address:

Chief, Compliance Review Office, MIC 22-M
Employment Development Department
P.O. Box 826880
Sacramento, CA 94280-0001

NoRTEC will help you file the appeal, if you want.

8. If you do not receive the written decision from your impartial hearing within 60 days from the date you first filed your formal complaint or you experienced an instance(s) of restraint, coercion, or reprisal as a result of filing the formal complaint, you may file a Request for EDD Review. This request must be written and filed or postmarked within 15 days from either (1) the date you should have received your decision, or (2) the date on which you believe you experienced an instance(s) of restraint, coercion, or reprisal. The request must be submitted to the following address:

Chief, Compliance Review Office, MIC 22-M
Employment Development Department
P.O. Box 826880
Sacramento, CA 94280-0001

NoRTEC will help you file the request for review, if you want.