Senior Community Service Employment Program (SCSEP)
Grievance Procedure Requirements

SCSEP regulations at 20 CFR 641.910(a)-(d) provides that all SCSEP grantees must establish, and describe in the grant agreement, grievance procedures for resolving complaints, other than those alleging discrimination, arising between the grantee, employees of the grantee, sub-recipients, and applicants or participants.
It should be noted that the Employment and Training Administration is not required to approve grievance policies, however, Federal Project Officers (FPOs) and National Office Liaisons (NOLs) will review grievance policies to ensure that they are viable.

Suggested Grievance Policy Requirements:

1. The policy states the right to grieve.
2. The policy states how participants, applicants, subrecipients and employees are covered.
3. The grantee requires a signed receipt that the policy has been received.
4. The grievance process begins at the grantee's lowest level of authority.
5. The grievance process moves up the grantee's chain of authority if grievance is unresolved.
6. Contact information provided for each step.
7. The contacts and information are consistent with the grantee's SCSEP organization chart.
8. There are time limits for response at each level.
9. The final resolution process is within sixty (60) days.
10. The policy contains this standard language:

    - Discrimination is illegal. If you believe that your civil rights were violated in relation to a DOL-funded program, you may file a complaint with supporting documentation to:

      USDOL Civil Rights Center, Room N- 4123, 200 Constitution Avenue, NW, Washington, D.C. 20210. E-mail: CRCExternalComplaints@dol.gov, Voice:(202) 693-6500, Fax: (202) 693-6506, TRS: 7-1-1"

    - Once you receive a final determination, you may appeal to the U.S. Department of Labor. However, the Department's only authority is to determine whether the grantee's grievance procedures were followed, or if

allegations of violations of Federal law other than civil rights law are substantial and credible. If you wish to appeal this final determination, you should send a summary of your grievance and any supporting documentation to:

Chief, Division of National Programs, Tools, and Technical Assistance, U.S. Department of Labor, Room C-4518, 200 Constitution Avenue NW, Washington, D.C. 20210 or grants.scsepdocs@dol.gov

- Allegations of violations of Federal law, other than those described in paragraph (d) of this section, which are not resolved within 60 days under the grantee's procedures, may be filed with:

  Chief, Division of National Programs, Tools, and Technical Assistance, U.S. Department of Labor, Room C-4518, 200 Constitution Avenue NW, Washington, D.C. 20210 or grants.scsepdocs@dol.gov.

- Allegations determined to be substantial and credible will be investigated and addressed.

11. The grievance process ends on the grantee's highest level of authority.

If you need additional assistance, email scseptechnicalassistance@dol.gov