

## Dispute Resolution for Procurement Action Utilizing WIOA Funds

The following procedures is established by the San Benito County Community Services and Workforce Department (CSWD) to hear and resolve disputes by parties involved in procurement actions, where WIOA funding is to be used for the procurement.

Each complainant must file a written complaint with the CSWD and WDB within one year of the alleged occurrence. Within 30 days of the filing the written complaint, the WDB will conduct a hearing to review the complaint. Within 60 days of the filing, the WDB will render a written decision on the complaint, with a copy submitted to the San Benito County Board of Supervisors. Appeals to the decision of the Workforce Investment Board may be submitted to the:

San Benito County Board of Supervisors  
Attention: County Administrative Officer  
481 Fourth Street  
Hollister, CA 95023

Appeals must be in writing and must be made within 60 days of the receipt of the WDB's decision. Should the complaint be against the WDB policy, the complainant may request a direct hearing with the Board of Supervisors.

There can be no penalty imposed for filing a complaint.