



## **1. Background**

This policy provides guidance and timely processes for addressing and resolving disputes regarding contracts, awards, allotments, monitoring and oversight outcomes, administrative agreements, memoranda, and partnerships within the Spokane WorkSource System.

## **2. Policy**

All disputes or conflicts involving two or more parties will be handled at the lowest level possible and via the dispute resolution procedures described below. All actions taken to resolve disputes will be documented.

- a. Disputes will generally fall into these categories:
  - i. General conflicts over the normal course of providing employer and job seeker services.
  - ii. One-Stop Operator disputes, including One-Stop Operator Agreement and amendments.
  - iii. Disputes regarding One-Stop Memoranda of Understanding (MOU) involving specific provisions of language or amendments.
  - iv. Disputes regarding failure to sign the One-Stop MOU.
- b. Dispute resolution, under the first three categories, will proceed as follows:
  - i. All attempts to resolve disputes among or between WorkSource Spokane System partners will begin with negotiations between the disagreeing parties. The parties are expected to put forth good faith efforts in communication and compromise to resolve disagreements in a cooperative and timely manner.
  - ii. Should the parties be unable to directly resolve their dispute, they will notify the SWC of the dispute and provide in writing an explanation of the matter. The SWC Executive Committee will review the dispute and provide a written recommendation within 60 calendar days of receiving notification.
  - iii. If the dispute is unable to be resolved locally, the parties to the dispute may appeal to the Workforce Training and Education Coordinating Board (WTECB) for resolution. Decisions by WTECB, as the representative of the Governor, will be made in consultation with appropriate local Chief Elected Official(s) and will be issued within 60 calendar days of receiving appeals.
- c. Disputes involving failure to sign the One-Stop MOU will proceed as follows:
  - i. All attempts to resolve disputes among or between MOU signatories will begin with negotiations between the SWC and disagreeing parties. The parties are expected to put forth good faith efforts in communication and compromise to resolve disagreements in a cooperative and timely manner.
  - ii. Should the parties be unable to resolve their dispute, the SWC and other involved parties must send a letter to the WTECB, as the representative of the Governor, notifying them of the impasse and outlining the issues. Documentation of the attempts to resolve the dispute should be attached. Decisions by WTECB, as the representative of the Governor, will be made in consultation with appropriate local Chief Elected Official(s) and will be issued within 60 calendar days of receiving the letter.
  - iii. If an impasse continues, notifications of failure to sign will be issued by the SWC with applicable sanctions to the extent of applicable state and federal laws.
- d. If one or more of the parties to the dispute is dissatisfied with WTECB's decision, the decision can be appealed to the U.S. Department of Labor as described in WIOA Section 181(c).
- e. Per WIOA Section 121(h) and 20 CFR 678.725-750, local disputes related to funding of one-stop infrastructure costs are exempt from this policy and will instead be addressed through the appeals process described in [ESD WorkSource System Policy 1024 R2 – Infrastructure Funding Agreements](#).

### **3. Action Required**

Spokane WorkSource System partners must ensure that they are familiar with the content and requirements of this policy.

### **4. References**

- [ESD WorkSource System Policy 1013 R4 – One-Stop Memorandum of Understanding](#)
- [ESD WorkSource System Policy 1024 R2 – Infrastructure Funding Agreements](#)
- [ESD WorkSource System Policy 1025 – One-Stop System Dispute Resolution and Appeals](#)

### **5. Supersedes**

- WS806 R1

Revision History:  
#WS806 R1 – Sep 2017  
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