

Subject: One-Stop System Dispute Resolution and Appeals

Policy No: 2015-22

Effective Date: 2/1/2011

Revised: 4/26/19, 10/17/24, 8/5/25

1. Purpose:

This policy communicates Benton-Franklin Workforce Development Council's (BFWDC) guidelines and standards by which dispute resolution between partners in the WorkSource System will be handled in the event disputes cannot be resolved at the lowest level.

2. Background:

BFWDC is issuing this policy in conformance with Washington State Employment Security Department (ESD) [WorkSource System Policy Number 1025](#), which supersedes [WIOA Title I Policy 5410, Revision 1](#) (Dispute Resolution and Appeals) and to provide standards for addressing disputes regarding contracts, awards, monitoring and oversight outcomes, administrative agreements, memoranda, and partnerships. This policy applies to WorkSource Columbia Basin (WSCB) system partners, including those regarding documents such as the Memorandum of Understanding (MOU), the One-Stop Operator Agreement, and other policies and procedures regarding the integration and coordination of services throughout the WorkSource System.

Operational Procedure

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

A. Disputes will generally fall into these categories:

- General conflicts over the normal course of providing employer and job seeker services.
- One-Stop Operator disputes, including One-Stop Operator Agreement and amendments.
- Disputes regarding One-Stop Memoranda of Understanding (MOU) involving specific provisions of language or amendments.
- Disputes regarding failure to sign the One-Stop MOU

B. Dispute resolution, under the first three categories, will proceed as follows:

- All attempts to resolve disputes between WorkSource 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.
- Should the parties be unable to directly resolve their dispute, they will notify the BFWDC Executive Director of the dispute and provide in writing an explanation of the matter. The BFWDC Executive Committee will review the dispute and provide a written recommendation within 60 calendar days of receiving notification.
- 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:

- All attempts to resolve disputes among or between MOU signatories will begin with negotiations between the BFWDC 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.
- Should the parties be unable to resolve their dispute, the BFWDC 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.

- If an impasse continues, notifications of failure to sign will be issued by the BFWDC 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 WorkSource [System Policy 1024, R2- Infrastructure Funding Agreements](#).

Action Required

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

References

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