



## DISPUTE RESOLUTION PROCEDURE

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**Procedure Number:** 1010

**Effective Date:** May 1, 2017

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When a dispute arises among WorkSource partners:

- The partners should work among themselves to resolve the dispute at the lowest possible level;
- If the partners cannot resolve the dispute, the partners must document the dispute in writing and, within 15 days from the start of the dispute, provide the documentation to the appropriate WorkSource Snohomish County One-Stop Operator. The WorkSource One-Stop Operator must attempt to resolve the dispute and document all actions taken.
- If the Operator is unable to resolve the dispute, they will forward the dispute and all relevant documentation to the Workforce Snohomish Director of Service Delivery or designee who will convene the One-Stop Operator and all parties to the dispute to attempt resolution. The Director of Service Delivery/designee must document all actions take to resolve the dispute.
- Should the Director of Service Delivery/designee be unable to resolve the dispute, s/he will bring it to the attention to the Workforce Snohomish President/CEO who will refer the dispute and all pertinent documentation to the appropriate Board of Directors committee(s) for resolution. The staff to the committee will document actions taken to resolve the dispute.
- The recommendation of the committee will be forwarded President/CEO, to the partners affected and, to the full board for approval, if appropriate.
- Should one or more of the parties to the dispute disagree with the resolution, they may appeal to President/CEO, who may attempt additional efforts to resolve the dispute, or may refer the dispute to the [WorkSource System Policy # 5410 Rev. 1: Dispute Resolution](#)

If the dispute relates to the adoption of the federally required Memorandum of Understanding (MOU), the dispute resolution process starts by referral in writing to the Director of Service Delivery.

If the dispute relates to the approval of the federally required Infrastructure Funding Agreement in the MOU, the dispute resolution process starts by referral in writing to the

to the Workforce Snohomish Director of Service Delivery. If the dispute cannot be resolved, the Workforce Snohomish President/CEO will notify the state of the impasse, triggering the State Funding Mechanism determined by the Governor, subject to the state-level appeals process established by the Governor, rather than WorkSource System Policy 5410 Rev.1.

When the dispute occurs between Workforce Snohomish and one of its subrecipients or contractors relating to the development or implementation of a corrective action plan, the entity in question may appeal to Workforce Snohomish within 15 days of Workforce Snohomish's decision to accept, reject or amend the corrective action plan.

- The appeal must include documentation of the reason for the appeal, recommendation for an alternative course of action, and any new or additional documentation to assist with evaluation of the appeal. The appeal may also include a request to meeting with Workforce Snohomish staff to discuss possible alternatives.
- Workforce Snohomish staff will have 15 days to review the appeal, determine a response and/or schedule a meeting to discuss next steps. If a meeting is to be set, both the entity and Workforce Snohomish will work to hold the meeting as soon as possible, but not more than 30 days from the receipt of the appeal.
- Workforce Snohomish staff will inform the appropriate committees of its Board of Directors of the appeal and proposed actions, and may request input to help resolve the issue.
- If the issue is not resolved during the appeals process, Workforce Snohomish will inform its Board of Directors and Chief Local Elected Officials of the impasse, and refer the issue to the state as per WorkSource System Policy 5410 Rev. 1.