

# WIOA COMPLAINT PROCEDURE FOR DISCRIMINATION COMPLAINTS THE MISSISSIPPI PARTNERSHIP

## EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of federal financial assistance to discriminate on the following bases:

- Against any individual in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and
- Against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act of 2014 (WIOA), on the basis of the beneficiary's citizenship/status as a lawfully-admitted immigrant authorized to work in the United States, or his or her participation in any WIOA Title I financially- assisted program or activity.

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA Title I financially-assisted program or activity;
- Providing opportunities in, or treating any person with regard to such a program or activity; or
- Making employment decisions in the administration of or in connection with such a program or activity.

## DEFINITIONS

- A. Recipient – For the context of this form, recipient refers to any entity to which financial assistance under WIOA Title I is extended, and may be a WIN Job Center, Youth Provider, or Training Provider.
- B. Discrimination Complaint – complaints filed on the grounds of race, color, religion, sex, national origin, citizenship, age, disability, political affiliation or belief.

## HOW TO FILE A COMPLAINT

### A. Filing Written Complaints

Discrimination complaints must be filed within 180 days of the alleged discrimination, and may be filed with a Local Administrative Entity, (Three Rivers Planning & Development District), Service Provider, One-Stop Operator or with the Civil Rights Center (CRC). Discrimination complaint processing procedures must be completed and a Notice of Final Action issued within 90 calendar days from the date the written complaint was filed.

### B. Alternative Dispute Resolution (ADR) – Service Provider Level

ADR is an alternative to filing a written complaint. It can be as informal as discussing an issue with a representative of the offending entity and agreeing on a resolution. It may involve a formal mediation process, such as having a neutral party (or a panel of neutral persons) decide a dispute after hearing each party's presentation of evidence and argument. You must agree in advance that the decision of the neutral party is to be final. A party to any agreement reached under a formal ADR process may file a complaint with the CRC in the event the agreement is breached.

### C. Written Complaint – LWDA Level

1. If you do not choose ADR/mediation or the complaint is not settled through ADR, you must submit your complaint in writing to the recipient's Equal opportunity Officer (EO) or the CRC. In the written presentation, you must provide your full name, current mailing address, home telephone number and social security number. You must identify the individual or entity that you allege is responsible for the discrimination, give a brief summary of the facts, grounds for the complaint, any other relevant material or information, and describe the corrective action or remedy sought.

2. You have the right to receive a Notice of Final Action within 90 calendar days of filing the written complaint.

3. You may file your complaint with the CRC within 30 calendar days from the date the Notice of Final Action is issued if:

- a. You are not satisfied with the written decision or
- b. The Recipient failed to issue a Notice of Final Action within 90 days of the date on which the written complaint was filed

A copy of the complaint and all related documentation must be sent to the Director, Civil Rights Center, US Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, D.C. 20210.

## RETENTION AND CERTIFICATION

A copy of this document should be kept in a safe place for reference if the need arises. Also, a copy of this document will be placed in the participant's WIOA file folder or the employee's personnel folder.

**This is to certify that these complaint procedures have been explained to me and that I understand my rights.**

\_\_\_\_\_  
Participant/employee signature Date

\_\_\_\_\_  
Parent/Guardian signature (if required) Date

**This is to certify that I have explained the complaint procedure to the above individual.**

\_\_\_\_\_  
Subgrantee official's signature Date

If you have any questions concerning WIOA discrimination complaint procedures, you may contact:

**EO Officer: Gary Golden**  
**Three Rivers Planning & Development District**  
**75 South Main Street/P.O. Box 690**  
**Pontotoc, MS 38863**  
**662.489.2415 (phone)**  
**202.693.6515 (TDD)**