

Fresno Regional Workforce Development Board

2125 Kern Street, Suite 208 • Fresno, California 93721 • 559.490.7100 • Fax 559.490.7199 •
www.workforce-connection.com

Summary Customer Complaint Procedure

— Discrimination —

EQUAL OPPORTUNITY IS THE LAW

The nondiscrimination and equal opportunity provisions found in Section 188 of WIOA and 29 CFR Part 38 prohibit discrimination on the basis of race; color; religion; sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity); national origin (including Limited English Proficiency); age; disability; political affiliation or belief; or, for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a WIOA Title I-financially assisted program or activity.

Access to WIOA services is not an entitlement benefit. All eligibility requirements for WIOA services must be met. However, the recipient must not discriminate in any of the following areas:

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

What to do if you believe you have experienced discrimination:

1. If you think that you have been subjected to discrimination under a Title I financially-assisted program or activity, you may file a complaint within **180 days** from the date of the alleged violation with either:
 - a. The Fresno Regional Workforce Development Board (FRWDB) Equal Opportunity Officer, 2125 Kern, Suite 208, Fresno, CA 93721; 559-490-7100. For TTY/VCO/HCO services, the FRWDB may be reached by calling the California Relay Service: English 1-800-735-2929; Spanish 1-800-855-3000; Speech to Speech – English & Spanish 1-800-854-7784;
 - or**
 - b. The Director, Civil Rights Center (CRC), United State Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington DC 20210.
2. Your written complaint should include the following (if requested, FRWDB staff will provide assistance in writing and filing your complaint):
 - a. Your full name and address
 - b. The full name and address of the party whom the allegation is against
 - c. A clear statement of the facts, including names and dates regarding the alleged allegation
3. If the FRWDB does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the FRWDB to issue the Notice of Final Action before filing a complaint with the CRC. However, you must file your complaint within 30 days of the 90-day deadline (i.e., 120 days from the day on which the initial complaint is filed with the FRWDB).
4. If the FRWDB does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with the CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.
5. Provision 29 CFR Part 38.10 prohibits intimidation and retaliation, or the denial of services to any person filing a complaint.

Summary Customer Complaint Procedure
— PROGRAM —

What to do if you believe the Fresno Regional Workforce Development Board (FRWDB), one of its providers of services, or any staff person has violated any provision of the Workforce Innovation and Opportunities Act (WIOA), state directives, or local policies and directives:

1. You may file a complaint at any time within 360 days from the date of the alleged violation.
2. Your written complaint should include the following:
 - a. Your full name and address
 - b. The full name and address of the party against whom the allegation is filed against
 - c. A clear statement of the facts, including names and dates regarding the allegation
 - d. How you would like to have your complaint addressed:
 - Low Level Resolution Process
 - Informal Conference with the FRWDB Equal Opportunity Officer

1. Your complaint must be delivered to:

The Fresno Regional Workforce Development Board
Attention: Quality Unit
2125 Kern, Suite 208
Fresno, CA 93721

2. The FRWDB and its providers of services' staff are required to assist you in filing your complaint, if you request assistance. You are entitled to receive a copy of the FRWDB Operational Directive 06-12, WIOA Title I Programs Compliant Procedure. This Operational Directive contains the full process and complaint form.
3. If you do not receive a written Notice of Resolution from the FRWDB within 60 days of the day on which you filed your complaint, you may proceed to file a complaint with the Employment Development Department (EDD). However, you must file your complaint within 15 days of the 60-day deadline — (which is 75 days from the day on which the initial complaint is filed with the FRWDB).
4. If you receive a written Final Determination on your complaint from the FRWDB, but you are dissatisfied with the resolution, you may file an appeal to the EDD. You must file your EDD complaint within 15 days of the date on which you received the Final Determination. Your appeal must be mailed to:

Chief, Compliance Review Division, MIC 22-M
Employment Development Department
PO Box 926880
Sacramento, CA 94280-0001

5. Provision 29 CFR Part 37.11 prohibits intimidation and retaliation, or the denial of services to any person filing a complaint.

For TTY/VCO/HCO services, the FRWDB may be reached by calling the California Relay Service: English 1-800-855-7100; Spanish 1-800-855-7200; Speech to Speech – English & Spanish 1-800-854-7784



Blake G. Konczal, Executive Director
Fresno Regional Workforce Development Board



Stephen DeWitt, Equal Opportunity Officer
Fresno Regional Workforce Development Board

I hereby certify that I have received a copy of the FRWDB Summary Customer Complaint Procedure for Discrimination and Customer Complaint Procedure for Program.

Applicant's Signature: _____

Date: _____

Signature of Parent/Guardian
(If applicant is under 18 years of age)

Date: _____