

# Fresno Regional Workforce Development Board

A proud member of America's Job Center of California<sup>SM</sup> Network

2125 Kern Street, Suite 208 • Fresno, California 93721 • 559.490.7100 • Fax 559.490.7199 • [www.workforce-connection.com](http://www.workforce-connection.com)

## Summary Customer Discrimination Complaint Procedure

### 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 Workforce Innovation and Opportunity Act (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.

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

  
Jose Espinoza, Equal Opportunity Officer  
Fresno Regional Workforce Development Board

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

Applicant's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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

Date: \_\_\_\_\_