

# 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 Program Customer Complaint Procedure

**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. Provision 29 CFR Part 37.11 prohibits intimidation and retaliation, or the denial of services to any person filing a complaint.
2. You may file a complaint at any time within 360 days from the date of the alleged violation.
3. 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
3. Your complaint must be delivered to:

The Fresno Regional Workforce Development Board  
Attention: Equal Opportunity Officer  
2125 Kern, Suite 208  
Fresno, CA 93721

4. 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 Complaint Procedure. This Operational Directive contains the full process and complaint form.
5. 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).
6. 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

7. If you receive a written Final Determination on your complaint from the State of California EDD Compliance Review Division, but you are dissatisfied with the resolution, you may file a Federal appeal to the Department of Labor (DOL). You must file your DOL complaint within 120 days from the date you originally filed an appeal with the EDD. Your appeal must be mailed to:

**DOL National Office –**

Secretary of Labor  
Attention: Assistant Secretary of ETA  
U.S. Department of Labor  
200 Constitution Avenue, NW  
Washington, DC 20210


**AND**

**ETA Regional Administrator –**

Office of the Regional Administrator  
U.S. Department of Labor  
P.O. Box 193767  
San Francisco, CA 94119-3767

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

  
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: \_\_\_\_\_