Customer EEO Complaint/Grievance Procedures

EQUAL OPPORTUNITY IS THE LAW

Complaint Procedures:

It is against the law for CareerSource Central Florida (CSCF), 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 (WIOA), Welfare Transition (WT), Trade Adjustment Act (TAA) and Supplemental Nutrition Assistance Program (SNAP) 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.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either CAREERSOURCE CENTRAL FLORIDA, Attention: Equal Employment Officer, 390 N. Orange Ave., Suite 700, Orlando, FL 32801; or the Director, Civil Rights Center (CRC), ATTENTION: Office of External Enforcement, U.S. Department of Labor, 200 Constitution Avenue NW, Room N–4123, Washington, DC 20210. If you file your complaint with CSCF, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). If CSCF 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 CSCF to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with CSCF). If CSCF 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 CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action. Complaints of discrimination based on disability must be filed locally with the CAREERSOURCE CENTRAL FLORIDA, 390 N. Orange Ave., Suite 700, Orlando, FL 32801, for investigation. If dissatisfied with the local decision, you may appeal to the U.S. Department of Labor at the address listed above, within 30 days of the decision, or 90 days from the filing of the complaint, whichever is earlier.

Right of Protection

No person shall intimidate, threaten, coerce or discriminate against any individual for the purpose of interfering with any right or privilege secured by Title VI of the Civil Rights Act of 1964 and Section 34.8 of the Federal Regulations or because he/she has made a complaint, testified, assisted, or participated in any manner in an investigation, proceedings, or hearing.

Grievance Procedures:

If you have a complaint related to the services you received from CSCF, you should first discuss the matter with your Career Services Consultant or a CSCF Career Service Center Manager. If the problem cannot be resolved, you have the right to submit a letter of grievance to EEO Officer, at the address listed above. If, after opportunity for a hearing within 30 days after formal filing, you are dissatisfied with the hearing decision, or, if a written decision is not provided to you within 60 days of filing, you may appeal to Florida Commerce, Office of General Counsel, 107 E Madison Street, Caldwell Bldg., MSC 150, Tallahassee, Florida 32399-4129. A grievance must be filed within one year of the alleged violation. Appeals to Florida Commerce must be made within 10 days of receipt of a decision or failure to receive a written decision.

As an applicant with the CAREERSOURCE CENTRAL FLORIDA office, I certify that I have read and/or understand my rights and responsibilities as enumerated in this statement.

_____ ___/_____/_____ _____ ___/___/____

Participant Signature Date Signature of Parent/Guardian (if applicable) Date

As a representative of the CAREERSOURCE CENTRAL FLORIDA office, I verify that the above participant has read (or had read to them) the above statement of the complaint and grievance procedures and indicated an understanding of the procedures.

_____ ____/____/_____

CSCF Representative Signature Date