



Central Region Workforce Investment Board

Reference: MO Div. of Workforce Development -
DWD Issuance 09-2012

Issued: January 3, 2013

Revised: July 1, 2016

Effective: Immediately

Subject: **Workforce Innovation and Opportunity Act Complaint
Resolution Policies**

1. Purpose: This Issuance is written to define the procedures that Central Region Workforce Investment Board (CWIB) will use when individuals file complaints or grievances. CWIB follows the same procedures as noted in the DWD Issuance 09-2012. This Issuance includes separate policies for general grievances and discrimination complaints.
2. Background:

Section 188 of the Workforce Innovation and Opportunity Act (WIOA) provides that no individual will be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with, any WIOA-funded program or activity because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief or, for any beneficiary, because of the beneficiary's citizenship status as a lawfully admitted immigrant authorized to work in the United States or for participation in any WIOA Title I financially assisted program or activity. Federal implementing regulations that codify WIOA's nondiscrimination and equal opportunity (EO) provisions provide that each WIOA recipient must establish a discrimination complaint process that meets certain requirements. *See* 29 C.F.R. Part 38.

Additionally, every recipient of funds under Title I of WIOA must maintain a procedure for general grievances and complaints that do not allege violations of WIOA's nondiscrimination and EO provisions, in accordance with 20 CFR 667.600, *et seq.*

Finally, 20 CFR 667.630 and TEGL 2-12 set forth procedures for notifying the appropriate administrators of known or suspected cases of criminal and other illegal or improper activities involving grantees and other recipients or sub-recipients of federal funds from the United States Department of Labor's Employment and Training Administration.
3. Substance: To establish the procedures that CWIB will use to process complaints and grievances, as mandated by the WIOA and its implementing regulations. These procedures apply to all levels of DWD, CWIB and their One-Stop partners. The policies implemented by this Issuance cover:
 - 1) WIOA EO complaints
 - 2) WIOA general complaints and grievances; and
 - 3) WIOA complaints of criminal, illegal, or improper activities.

4. Action: This Policy is effective immediately. Please distribute this Policy to all appropriate individuals.
5. Contact: Direct questions or comments regarding this local policy to Paul DiBello, local EO Officer, 573-426-6030, or paul.dibello@cwib.us. For questions regarding DWD Issuance 09-2012, contact Danielle Smith, State WIOA EO Officer, at 573.751.2428, or danielle.smith@ded.mo.gov.
6. Reference: 29 C.F.R. Section 38.4 contains the definitions of the terms used in the implementation of nondiscrimination and EO requirements of the WIOA. For convenience, some of the definitions found in that section are listed below. If a conflict exists between terminology, as defined in this policy and 29 C.F.R. Section 38.4, the definition in 29 C.F.R. Part 38.4 is controlling.
7. Rescissions: This Issuance rescinds DWD Issuance 16-99, Change 4 dated September 4, 2008; and this Issuance makes the information contained in DWD--100 (8-07), WIA Complaint and Grievance Guide for the Missouri One-Stop System brochure, outdated and no longer applicable.
8. Attachments:
- Attachment 1- DWD Equal Opportunity Complaint Policy
- 1A. Discrimination Complaint Form, English (Link)
 - 1B. Discrimination Complaint Form, Spanish (Link)
 - 1C. Discrimination Complaint Log, Local Level
- Attachment 2 - DWD WIOA Complaint and Grievance Policy
- 2A. WIA General Complaint Form, English
 - 2B. WIA General Complaint Form, Spanish
 - 2C. WIA General Complaint Log, Local Level
- Attachment 3 – WIA EO is the Law Poster English (Link)
- 3A. WIA EO is the Law Poster Spanish
- Attachment 4 – WIOA EO is the Law Poster

Alex Blackwell, Executive Director
Central Region Workforce Investment Board

Central Region Workforce Investment Board, Inc. is an **equal opportunity** employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services at 711.

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**Central Region Workforce Investment Board
EQUAL OPPORTUNITY POLICY
Complaint & Grievance
July 1, 2016**

References include the following: Division of Workforce Development DWD Issuance 09-2012, Public Law 105-220, Workforce Innovation and Opportunity Act (WIOA) Section 188, and 29 C.F.R. Part 38.

Who May File

(1) Any person who believes that either he or she, or any specific class of individuals, has been or is being subjected to discrimination prohibited by WIOA or its implementing regulations may file a written complaint, either by him/herself or through an authorized representative.

(2) WIOA prohibits discrimination on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, discrimination on the basis of either citizenship or status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA title I financially assisted program or activity; Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin; section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, as amended, which prohibit discrimination against qualified individuals with disabilities; The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

Time and Place for Filing

(1) Complainants may file within one hundred and eighty (180) days of the alleged discrimination.

(2) Discrimination complaints may be filed with a state (DWD) or local (CWIB) administrative entity, service provider, One-Stop operator or with the Director of the Civil Rights Center (CRC), U.S. department of labor, 200 Constitution Ave. NW, room N-4123, Washington D.C. 20210.

Time Limits

The Division of Workforce Development (DWD) must complete its discrimination complaint processing procedures and issue a written notice of final action within ninety (90) calendar days from the date the complaint was filed.

Initial Review of Written Complaints

Any DWD or partner employee may take a written discrimination complaint from a complainant or a complainant's designated representative. A written complaint must include: the complainant's name and address; the identity of the individual or entity that the complainant alleges is responsible for the discrimination; a description of the complainant's allegations in enough detail to allow an initial determination of jurisdiction, timeliness, and the apparent merit of the complaint; and the complainant's signature or the signature of the complainant's authorized representative. Complaints may be made on the Discrimination Complaint Forms attached hereto as **Attachment 1-A and 1-B**.

Complaint Routing and Record Keeping

A DWD or local program operator employee who takes a discrimination complaint must immediately route the complaint to the State Equal Opportunity (EO) Officer or the local EO Officer for the region in which the subject matter of the complaint occurred. State and local EO Officers will log all complaints on the form attached to this policy (**Attachment 1-C** DWD-PO-524 EO Local WIOA Discrimination Complaint Log (2012-05)). The log will include: the name and address of the complainant; the basis for the complaint; a description of the complaint; the disposition and date of disposition of the complaint; and any other pertinent information. State and local EO Officers are responsible for keeping any information that could lead to the identification of the person filing the complaint confidential.

Immediately upon receiving and logging a discrimination complaint, a local EO Officer will forward the complaint to the State EO Officer for determination of jurisdiction and further processing.

Jurisdiction of the Discrimination Complaint

DWD's State WIOA EO Office has jurisdiction over complaints

- Are filed against a WIOA recipient;
- Allege a basis for discrimination that is prohibited by WIOA; and
- Are filed within one hundred and eighty (180) calendar days of the alleged discrimination.

Notice of Lack of Jurisdiction

If the State EO Officer determines that the DWD EO Office does not have jurisdiction to process a complaint under this policy, she will send a notice of lack of jurisdiction to the complainant within ten (10) days of receipt. Such notice will include the reason for the determination, and notice that the complainant has the right to file a complaint directly with CRC within thirty (30) calendar days from receipt of the notice of lack of jurisdiction.

If the State EO Officer determines that the EO Office does have jurisdiction to process the complaint, the EO Officer will send written notice to the complainant stating that the complaint has been accepted, also within ten (10) days of receipt. The notice will list the issues raised in the complaint, and state for each issue whether it has been accepted for investigation or rejected and the reason for its rejection. The notice will advise that the complainant has the right to be represented by an attorney or another person of the complainant's choice. The notice will also give the complainant the right to choose between an Alternative Dispute Resolution (ADR) process or investigation.

ADR Process

If the party filing the complaint requests to use an ADR process to resolve the complaint, the State EO officer will conduct mediation to attempt to resolve the complaint. The EO Officer will schedule mediation by written notice, mailed to all interested parties at least seven (7) calendar days prior to the first mediation session. The notice will include the date, time, and place of the mediation. The mediation process must be concluded within thirty (30) calendar days from the date the complaint was filed. The complaint is considered resolved when all parties to the complaint enter into a written agreement resolving the issues raised in the complaint. The written agreement will give notice that if the terms of the agreement are breached, the non-breaching party may file a complaint with CRC within thirty (30) calendar days of the date the non-breaching party learns of the breach. If the parties do not reach an agreement, the State EO officer will conduct an investigation, as described herein.

Investigation Process

If ADR does not resolve the discrimination complaint, or if the complainant elects to forego mediation, the State EO Officer will conduct a fact-finding investigation of the allegations contained in the complaint. The investigation may include interviews with the complainant, respondent and any witnesses; requests for pertinent documents; on-site inspection; and research of applicable policies and procedures. Throughout the investigation process, the EO Officer will keep the identity of any individual who furnishes information relating to, or assisting in, the investigation, including the identity of the individual who filed the complaint, confidential to the extent possible, consistent with a fair determination of the issues.

Notice of Final Action

Within ninety (90) days of receipt of the complaint, the State EO Officer will issue to the complainant a notice of final action. The notice of final action will contain: the EO Office's decision on each issue and the reasons for the decision; a description of the way the parties resolved the issue; and notice that the complainant has the right to file an appeal with CRC within thirty (30) calendar days from the date the notice of final action is issued if dissatisfied with the WIOA recipient's final action on the complaint.

Retaliation

No DWD or WIB employee, or partner staff, may discharge, intimidate, retaliate, threaten, coerce, harass or discriminate against any individual because the individual has filed a discrimination complaint or otherwise participated in the investigation of a discrimination complaint.

There are three essential elements of a retaliation claim:

1. **Protected Activity:** participation in the statutory complaint process or opposition to discrimination. Examples of protected activity include, but are not limited to:
 - Complaining to anyone about alleged discrimination against oneself or others
 - Threatening to file a charge of discrimination and/or filing a charge of discrimination
 - Cooperating with an internal investigation of alleged discriminatory practices
 - Serving as a witness in an EEO investigation
 - Picketing in opposition to discrimination
 - Refusing to obey an order reasonably believed to be discriminatory
2. **Adverse Employment Action:** an adverse action is an action taken to try to keep someone from opposing a discriminatory practice or from participating in an employment discrimination proceeding. Examples of adverse employment action include, but are not limited to:
 - Termination or constructive discharge
 - Refusal to hire/promote
 - Demotion
 - Negative evaluation
 - Discipline, such as write-ups, suspensions, and/or letters of reprimand
 - Change in job responsibilities/title, i.e., moving an employee from a supervisory position to a non-supervisory position, or excluding an employee from meetings
 - Negative reference
 - Any action that might dissuade a reasonable worker from making or supporting a charge of discrimination
3. **A Causal Connection** between the protected activity and the adverse employment action: Typically, the link between a protected activity and a challenged adverse action is established if the action follows shortly after the protected activity, and if the individual that undertook the challenged action had prior knowledge of the protected activity.

Note: A summary of the complaint resolution process is available for Central Region One-Stop Center staff in the Central Region Equal Opportunity Compliance Desk Aid, located at the following link:
<http://cwib.us/wp-content/uploads/2012/07/EO-Desk-Aid-Central-Region-PDF.pdf>



MISSOURI DEPARTMENT OF ECONOMIC DEVELOPMENT
MISSOURI DIVISION OF WORKFORCE DEVELOPMENT

**Workforce Investment Act (WIA)
Discrimination Complaint Log—Local Level**

Quarterly Report

- 1st Quarter: July–Sept
- 2nd Quarter: Oct–Dec
- 3rd Quarter: Jan–Mar
- 4th Quarter: Apr–June

Agency _____ Program Year _____

LWIA Region _____ EO Officer/Representative _____

Complaint File No.	Date Complaint Was Received (mm/dd/yyyy)	Name and Address of Complainant & Status	DOL-Funded Program (Y/N)	Grounds (Bases) of Complaint	Description/Issue/Date of Complaint	ADR (Y/N)	Final Disposition Date & Results

Report Submitted By: _____ Date Submitted: _____



**Central Region Workforce Investment Board
WORKFORCE INNOVATION AND OPPORTUNITY ACT
PROGRAM, AGREEMENTS, POLICIES AND ACTIVITIES
COMPLAINT AND GRIEVANCE POLICY**

Every recipient of funds under Title I of The Workforce Innovation and Opportunity Act (WIOA) must maintain a written procedure for grievances and complaints in accordance with 20 CFR 667.600, *et seq.* As such, this policy will govern Central Region Workforce Investment Board's (CWIB) processing of WIOA complaints and grievances.

General WIOA complaints may be made up to one (1) year from the date of the event or condition alleged to be a violation of WIOA. The appropriate resolution process to be followed depends on the nature of the complaint. General WIOA complaints fall into the following two categories:

1. Complaints involving local WIOA programs, agreements, or local Workforce Development Board (LWDB) policies and activities; or
2. Complaints involving State WIOA policies, programs, activities, or agreements.

A complaint may be amended or withdrawn at any time prior to a scheduled hearing.

Any DWD, CWIB employee or partner staff member who processes a WIOA complaint will keep information that could lead to the identification of the person filing the complaint confidential, to the extent practical. The identity of any person who furnishes information related to, or assisting in, an investigation will also be kept confidential to the extent possible.

DWD, CWIB and its One-Stop partners will not discharge, intimidate, retaliate, threaten, coerce, or discriminate against any person because such person files a complaint, opposes a prohibited practice, furnishes information, assists, or participates in any manner in an investigation or hearing.

General WIOA

Attached to this policy is the DWD General WIA Complaint Form (**Attachment 2-A**) that the DWD and CWIB both use as a complaint intake tool. Local offices may duplicate this form for the purpose of receiving general WIOA complaints. Any alternate form must include all information required on the General WIOA Complaint Form. Any complaint received in writing will be accepted and handled in the same manner as if it were made on the General WIOA Complaint Form. State and local Equal Opportunity (EO) Officers will log all WIOA formal complaints on the form attached to this policy (**Attachment 2-B** DWD-PO-526 EO Local WIA Complaint Log (2012-05)). The log shall include: the name and address of the complainant; the basis for the complaint; a description of the complaint; the disposition and date of disposition of the complaint; and any other pertinent information.

DWD and CWIB encourage informal resolution prior to the filing of a written complaint. If the complainant is not satisfied with the attempt at informal resolution, he or she should be encouraged to complete a General WIOA Complaint Form.

The complainant should be allowed sufficient time and technical assistance to provide a complete and clearly written explanation on his or her complaint form. If the complainant is unable to write, staff may transcribe his or her words onto the form; staff must take care not to alter the language of the complainant. When a written complaint is received, the employee taking the complaint should review it immediately to insure completeness. Care should be taken to assure the following information has been provided, especially if the complaint is not received on the General WIOA Complaint Form:

1. Full name, telephone number, and address of the person making the complaint;
2. Full name and address of the respondent; and
3. Statement of the facts (including dates) that constitutes the alleged violation(s).

Complaints Involving LOCAL Programs and Policies

Who May File

Any applicant, employee, participant, service provider, program recipient, or other interested party may file a complaint alleging a violation of local WIOA programs, agreements or LWDB policies and activities.

Complainants with Disabilities

CWIB will accommodate complainants with disabilities so that they may file complaints. Alternate formats will be used on request to notify the complainant of hearings, results, and any other written communication. CWIB will provide auxiliary aides and services, such as deaf interpreters or assistive listening devices, on request for negotiations, hearings and any other meetings where aural communication occurs. An accessible location will be used for hearings and other meetings on request.

Time and Place for Filing

Complaints may be filed with the local administrative entity or the service provider within one (1) year from the date of the event or condition alleged to be a violation of WIOA. For purposes of handling complaints, the local administrative entity is Central Region Workforce Investment Board.

Resolution Process

Initial Review- Step One

If the complaint alleges a violation of any statute, regulation, policy, or program that is not governed by WIOA, the local administrative entity or service provide may refer the complaint to the appropriate organization for resolution. In such cases, the local administrative entity or service provider will notify the complainant of the referral.

Once the local administrative entity or the service provider receives the complaint from the complainant or the complainant's designated representative, the receiving employee will log the complaint. The local administrative entity or service provider will then establish a complaint file containing the following:

1. Application and enrollment forms;
2. Completed General WIA Complaint Form (or complainant's written statement);
3. Chronological log of events or conditions alleged to be a violation of WIOA;
4. Any relevant correspondence; and
5. Record of the attempted informal resolution.

Informal Resolution- Step Two

The local administrative entity or service provider will attempt to informally resolve the complaint to the satisfaction of all parties. This informal resolution process must be completed within ten (10) business days from the date the complaint is filed. If all parties are satisfied, the complaint is considered resolved, and the terms and conditions of the resolution must be documented in the complainant's file. When a service provider attempts the informal resolution, the service provider will forward the complaint file to the local administrative entity. The local administrative entity will review the complaint file and investigate it further if necessary.

Formal Resolution-Step Three

When an informal resolution is not possible, the local administrative entity will issue a determination within twenty (20) calendar days from the date the complaint was filed. If the complainant does not request an appeal of the determination, the complaint is considered resolved, and the local administrative entity or service provider will document this in the complaint file. Any party dissatisfied with the determination may request a hearing within seven (7) calendar days of the date of the determination.

Hearing-Step Four

A complainant may amend or withdraw his or her complaint at any time prior to a scheduled hearing.

If the complaint is not withdrawn, the local administrative entity will designate a hearing officer to ensure the complaint receives fair and impartial treatment. The hearing must be conducted within forty-five (45) calendar days from the date the complaint was filed. The hearing officer will schedule a formal hearing and mail a written notice to the complainant, the respondent, and any other interested party at least seven (7) business days prior to the hearing.

The notice will include the date, time, and place of the hearing. Parties may present witnesses and documentary evidence, and question others who present evidence and witnesses. The complainant may request that records and documents be produced. Attorneys or another designated representative (s) may represent each party. All testimony will be taken under oath or affirmation. The hearing will be recorded either in writing or by audiotape.

The hearing officer's recommended resolution will include a summary of factual evidence presented during the hearing and the conclusions upon which the recommendation is based. The hearing officer will also concur with the chief local elected official (CLEO) toward reaching consensus on the recommended resolution to the complaint. If consensus cannot be reached, the hearing office will initiate a request to the state for resolution.

Final Decision -Step Five

The local administrative entity will review the recommendation of the hearing officer and issue a final decision within sixty (60) calendar days from the date the complaint was filed.

Appeal – Step Six

Any party dissatisfied with the local administrative entity's final decision, or any party who has not received either a final decision or a resolution within sixty (60) calendar days from the date the complaint was filed, may request an appeal. The appeal must be received by the DWD within ninety (90) calendar days from the date the complaint was filed at the following address:

Missouri Division of Workforce Development
State WIOA Complaint and Grievance Office
Danielle Smith, State WIOA Complaint and Grievance
Officer 421 E. Dunklin Street
Jefferson City, MO 65101-1087

DWD will review the complaint file, the hearing record, and all applicable documents and issue a final decision on the appeal within thirty (30) calendar days from the date the appeal was received.

Complaints Involving STATE WIOA Policies, Programs, Activities or

Who May File

Applicants, employees, participants, service providers, recipients and other interested parties may file a complaint alleging a violation of State WIOA policies, programs, activities or agreements.

Complainants with Disabilities

DWD and partner staff will accommodate complainants with disabilities, so that they may file complaints. Alternate formats will be used on request to notify the complainant of hearings, results, and any other written communication. DWD will provide auxiliary aides and services, such as deaf interpreters or assistive listening devices, upon request for negotiations, hearings, and any other meetings where aural communication occurs. An accessible location will be used for hearings and other meetings on request.

Time and Place for Filing

Complaints may be filed with the service provider or with DWD within one (1) year from the date of the event or condition alleged to be a violation of WIOA.

Resolution Process

Initial Review- Step One

DWD will receive the complaint from the complainant, or the complainant's designated representative. If the complaint alleges a violation of any statute, regulation, policy, or program that is not governed by WIOA, DWD will refer the complaint to the appropriate organization for resolution and notify the complainant of the referral.

DWD will log all complaints received. The service provider or DWD will then establish a complaint file containing the following:

1. Application and enrollment forms;
2. Completed General WIA Complaint Form (or complainant's written statement);
3. Chronological log of events or conditions alleged to be a violation of WIOA;
4. Any relevant correspondence; and
5. Record of the attempted informal resolution.

Informal Resolution- Step Two

DWD will attempt to informally resolve the complaint to the satisfaction of all parties. This informal resolution process must be completed within ten (10) business days from the date the complaint is filed. If all parties are satisfied by this informal process, the complaint is considered resolved and the terms and conditions of the resolution will be documented in the complaint's file.

Formal Resolution- Step Three

When an informal resolution is not possible, DWD will forward the complaint file to the address below:

Missouri Division of Workforce Development
State WIOA Compliant and Grievance Office
Danielle Smith, State WIA Complaint and Grievance Officer
421 E. Dunklin
Jefferson City, MO 65101-1087

The State WIOA Complaint and Grievance Officer will review the complaint file, conduct further investigation, if necessary, and issue a determination within twenty (20) calendar days from the date the complaint was filed. If the complainant does not request an appeal of the determination, the complaint is considered resolved and the complaint file will be documented accordingly. Any party dissatisfied with the determination may request a hearing within fourteen (14) calendar days of the date of the determination.

Hearing-Step Four

A complainant may amend or withdraw his or her complaint at any time prior to a scheduled hearing. If the complaint is not withdrawn, the DWD will designate a hearing officer to ensure the complaint receives fair and impartial treatment. The hearing must be conducted within forty-five (45) calendar days from the date the complaint was filed. The hearing officer will schedule a formal hearing and mail a written notice to the complainant, the respondent, and any other interested party at least seven (7) business days prior to the hearing. The notice will include the date, time, and place of the hearing.

Parties may present witnesses and documentary evidence, and question others who present evidence and witnesses. The complainant may request that records and documents be produced. Attorneys or another designated representative(s) may represent each party. All testimony will be taken under oath or affirmation. The hearing will be recorded either in writing or by audiotape. The hearing officer's recommended resolution will include a summary of factual evidence presented during the hearing and the conclusions upon which the recommendation is based.

Final Decision- Step Five

DWD will review the recommendation of the hearing officer and issue a decision within sixty (60) calendar days from the date the complaint was filed. The decision of DWD is considered final.

Appeals to the U.D. Department of Labor (USDOL)

A complainant who receives an adverse final or appeal decision from the State may appeal that decision to USDOL within sixty (60) days of the receipt of the decision being appealed. Appeals must be filed within one hundred and twenty (120) days of the complainant's filing of the grievance with the State, or filing of the appeal of a local grievance with the State. All appeals must be submitted by certified mail, return receipt requested, to the Secretary, U.S. Department of Labor, Washington, DC 20210, Attention: ASET. A copy of the appeal must be simultaneously provided to the appropriate Employment and Training Administration (ETA) Regional Administrator and the opposing party.

Criminal Fraud, Waste and Abuse

Information and complaints involving criminal fraud, waste, abuse, or other criminal activity must be reported immediately through the DWD's Incident Reporting System to the USDOL Office of Inspector General, Office of Investigations, Room S5514, 200 Constitution Avenue NW, Washington, D.C. 20210, or to the corresponding Regional Inspector General for Investigations, with a copy simultaneously provided to the ETA. The Hotline number is 1-800-347-3756. Complaints of a non-criminal nature are handled under the procedures set forth in 20 C.F.R. [§ 667.505](#) or through the DWD's Incident Reporting System.



Missouri Department of Economic Development
Missouri Division of Workforce Development

WIA (WORKFORCE INVESTMENT ACT) GENERAL COMPLAINT

Complainant Information *(please print or type)*

FIRST NAME		LAST NAME			
HOME STREET ADDRESS					TELEPHONE NUMBER <i>(include Area Code)</i>
CITY	STATE MO	ZIP CODE	EMAIL ADDRESS <i>(if available)</i>		

Complainants with disabilities will be accommodated during the complaint process. If an accommodation is required regarding communication or accessibility of location, please indicate in the space below the kind of accommodation required, e.g. accessible location, deaf interpreter (please indicate type of sign language), notification of results and/or hearing dates in alternative format such as Braille, large print, or audio format.

Respondent Information *(the person or entity that the complaint is being filed against) (please print or type)*

NAME of PERSON OR AGENCY					TELEPHONE NUMBER <i>(include Area Code)</i>
STREET ADDRESS OF AGENCY					
CITY	STATE MO	ZIP CODE	EMAIL ADDRESS <i>(if available)</i>		

Nature of Complaint *(please print or type)*

Provide a clear and brief statement of the facts in the space below. Include relevant dates that will assist in the investigation and resolution of the complaint. If additional space is needed, use the reverse side of this form or attach additional sheets.

Attest: "The above information is true and correct to the best of my knowledge."

Signature of Complainant

Date

FOR OFFICIAL USE ONLY

PERSON RECEIVING COMPLAINT		JOB TITLE/AGENCY			
STREET ADDRESS OF AGENCY			CITY	STATE MO	ZIP CODE
TELEPHONE NUMBER <i>(include Area Code)</i>		EMAIL ADDRESS			

Departamento de Desarrollo Económico de Missouri
División de Desarrollo de la Fuerza Laboral de Missouri

QUEJA GENERAL (LEY DE INVERSIÓN DE LA FUERZA LABORAL) WIA

Información del quejoso (por favor escriba con letra clara o a máquina)

Nombre		Apellido	
Domicilio particular			Número telefónico (incluir código de área)
Ciudad	Estado MO	Código postal	Dirección de correo electrónico (de ser disponible)

Durante el proceso de queja se realizarán los acomodos necesarios para quejosos con discapacidades. En caso de requerir algún acomodo especial con relación a la comunicación o accesibilidad del lugar, por favor indique en el espacio de abajo que tipo de acomodo necesita, por ejemplo, un lugar fácilmente accesible, un intérprete para personas sordas (por favor indique el tipo de lenguaje de señas), que se le notifiquen resultados y/o fechas de audiencias en un formato alternativo tal y como el Braille, en letra grande o en formato de audio.

Información del presunto responsable (es la persona o entidad contra quien se presenta la queja) (por favor escriba con letra clara o a máquina)

Nombre de la persona o agencia			Número telefónico (incluir código de área)
Domicilio de la agencia			
Ciudad	Estado MO	Código postal	Dirección de correo electrónico (de ser disponible)

Naturaleza de la queja (por favor escriba con letra clara o a máquina)

En el espacio de abajo escriba una declaración clara y breve de los hechos ocurridos. Incluya fechas relevantes que ayuden con la investigación y resolución de la queja. Si necesita espacio adicional utilice el reverso de esta forma o adjunte hojas adicionales.

Doy fe: "La información antes mencionada es verdadera y correcta según mi leal saber y entender"

Firma del quejoso

Fecha

PARA USO OFICIAL EXCLUSIVAMENTE

PERSON RECEIVING COMPLAINT		JOB TITLE/AGENCY	
STREET ADDRESS OF AGENCY		CITY	STATE MO
TELEPHONE NUMBER (include Area Code)		EMAIL ADDRESS	



MISSOURI DEPARTMENT OF ECONOMIC DEVELOPMENT
MISSOURI DIVISION OF WORKFORCE DEVELOPMENT

**Workforce Investment Act (WIA)
Complaint and Grievance Log—Local Level**

Quarterly Report

- 1st Quarter: July–Sept
- 2nd Quarter: Oct–Dec
- 3rd Quarter: Jan–Mar
- 4th Quarter: Apr–June

Agency _____ Program Year _____

LWIA Region _____ EO Officer/Representative _____

Complaint File No.	Date Complaint Was Received (mm/dd/yyyy)	Name and Address of Complainant & Status	DOL-Funded Program (Y/N)	Grounds (Bases) of Complaint	Description/Issue/Date of Complaint	ADR (Y/N)	Final Disposition Date & Results

Report Submitted By: _____ Date Submitted: _____

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 (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.

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: the recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose);

Paul DiBello
EO Officer – Missouri Central Region Workforce Investment Board
604 Black Street
Rolla, MO 65401
573-346-1766 Ext 128

Or

Director, Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington, DC 20210.

If you file your complaint with the recipient, 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 the recipient 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 recipient 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 the recipient). If the recipient 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.