



## 1. Purpose

This procedure implements the systems for all PA CareerLink® customers and staff to file a complaint under the Nondiscrimination and Equal Opportunity provisions under the Workforce Innovation and Opportunity Act (WIOA) found at 29 CFR Part 38.

## 2. Procedure

- a. The PA CareerLink® EO Liaison receives all equal opportunity complaints filed at the PA CareerLink® site.
- b. The PA CareerLink® EO Liaison will inform customers and staff of the procedures to be followed in filing an equal opportunity complaint.
- c. The Liaison maintains a Security Complaint Log in a confidential file for each complaint.
- d. The PA CareerLink® EO Liaison forwards all equal opportunity complaints received to the local Workforce Development Area's Equal Opportunity Officer (EOO) who will conduct a fact-finding/investigation in consultation with the State OEO.

Complaints filed by the complainant or his/her authorized representative must be filed in writing and must contain the complainant's and respondent's name and address, date alleged incident of discrimination occurred, a description of the allegations.

Upon notification of a discrimination complaint, the LWDA EO Officer must inform the complainant of their right to file a complaint and have it investigated at the local, state or federal level using the contact information provided in this procedure.

If the complainant elects to attempt resolution at the local level, the LWDA EO Officer, based on consultation with the State OEO, will conduct fact-finding/investigation at the local level in conjunction with procedures outlined in the WIOA.

The LWDA Equal Opportunity Officer shall meet with the complainant or his/her authorized representative within ten (10) business days from the date of receipt of the written allegations, to conduct a fact finding or investigation of the circumstances underlying the allegations and attempt to informally resolve the issue(s). The LWDA EO Officer's findings will be submitted in writing to the complainant not later than ten (10) business days following the fact-finding/investigation. The written notification shall include notice of the complainant's right to request a formal investigation by the EO Officer at the state level if a satisfactory resolution is not accomplished at the local level.

If the Complainant is dissatisfied with the attempted informal resolution, he/she must inform the LWDA EO Officer and the EO Officer at the State level within five (5) business days of receipt of the unsatisfactory decision and request a formal investigation by the State Equal Opportunity Office.

**Complaints/allegations do not have to be submitted on the U.S. Department of Labor Employment and Training Administration Complaint/Apparent Violation Form in order for them to be considered valid complaints or allegations.**

If you think that you have been subjected to discrimination under 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 local, state, or federal level agencies listed below.

Local	State	Federal
Equal Opportunity (EO) Liaison at the PA CareerLink® <b>OR</b> Cynthia Myers, EO Officer West Central Job Partnership, Inc 217 West State Street, Third Floor Sharon, PA 16146 (724) 347-7855	Director Office of Equal Opportunity Department of Labor & Industry 651 Boas Street, Room 1402 Harrisburg, PA 17121-0750 (717) 787-1182 or (800) 622-5422 TDD/TTY: (800) 654-5984	Director Civil Rights Center (CRC) U.S. Department of Labor 200 Constitution Avenue NW, Room N-4123 Washington, DC 20210 (202) 693-6500 TDD/TTY: (800) 877-8339

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 (CRC).

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 may file a complaint with CRC before receiving that Notice. 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 receive the Notice of Final Action.

If you have questions or need additional information about your rights under the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act, including the right to file a complaint, contact the grant recipient's Equal Opportunity Officer by telephone at 724-347-7855. Hearing or speech impaired individuals can contact the Equal Opportunity Officer by using the Pennsylvania Telecommunications Relay Service. TDD users should call 1-800-654-5984. Voice users should call 1-800-654-5988.