



Piedmont Triad Regional Workforce Development Board Local Area Workforce Innovation and Opportunity Act Equal Opportunity Policy and Procedures

Note to Customer:

Read this form carefully so that you are aware of your rights and benefits as a customer in the Workforce Innovation and Opportunity Act. If you have a complaint about the WIOA program service you are provided or the program you are enrolled in, follow the process listed on this form under "Complaint Procedure".

Equal Opportunity

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 the 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 activity.

Additional Rights and Benefits

- Individuals in on-the-job training or employed in activities under WIOA must be compensated at the same rates, including periodic increases, as trainees or employees in similar situations or occupations by the same employer.
- Individuals in on-the-job training or employed in activities under WIOA must be provided benefits and working conditions at the same level and to the same extent as other trainees or employees working a similar length of time and doing the same type of work.
- Allowances, earnings, and payments to individuals participating in programs under Title I of WIOA are not considered as income for purposes of determining eligibility for and the amount of income transfer and in-kind aid furnished under any Federal or Federal assisted program based on need other than as provided under the Social Security Act.
- Health and safety standards established under Federal and State law otherwise applicable to working conditions of employees are equally applicable to working

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Auxiliary aids/services are available upon request to individuals with disabilities.*



conditions of customers engaged in programs and activities under Title I of WIOA.

- To the extent that North Carolina workers' compensation law applies, worker' compensation must be provided to participants in programs and activities under Title I of WIOA on the same basis as the compensation is provided to other individuals in the State in similar employment.
- Customers in work experience will be provided workers' compensation or insurance coverage for injuries suffered by the participant in the course of such work experience.

Complaint Procedure (Non-Criminal Program Complaints)

1. Customers may file a written complaint about any aspect of their WIOA participation. A complaint should be addressed to the Agency, who will arrange (within 10 days of receipt of the complaint) an informal meeting for the purpose of resolving the complaint. The informal meeting is not a hearing. Some issues will be referred to the training institution, while others will be referred to the customer's employer, as applicable. Except for complaints alleging fraud, criminal activity, or discrimination, complaints shall be made within one year of the alleged occurrence.
2. If the complaint is not informally resolved, a request for a hearing may be submitted. The request must be filed in writing, signed and dated by the complainant or authorized representative, and include the following information: Full name, address, and telephone number of the person against whom the complaint is made; A clear, concise statement of the acts considered to be a violation; The provisions Act, regulations, or other agreement under the Act believed to have been violated; and Other information that will help explain and resolve the complaint. The complaint must be addressed to the Training Agency Director, who will arrange for the hearing and designate an impartial decision-maker to meet with the complainant and other concerned parties within 20 days of filing the written complaint. Grievance hearing procedures shall include the following: Reasonable notice to all parties by registered or certified mail; A statement of the date, time, and place of the hearing; A statement of the authority and jurisdiction under which the hearing is to be held; A reference to the particular section of the Act, regulations, grant, and other agreements under the Act involved; Notice to the parties of the specific charge involved; The right to both parties to be represented by legal counsel; The right to each party to present evidence, both written and through witnesses; The right of an impartial decision-maker who has not been directly involved in the events from which the complaint arose; and A written decision must be rendered within the prescribed time frame. Complete records and documentation will be kept in each contested hearing, a written report will be provided to the complainant, within 20 days of filing the written complaint, stating the complaint, the issues involved, and the hearing officer's decision. A copy of the report will be maintained in a personnel transactions/complaint file with the agency.



3. If the complainant is not satisfied with the results of the hearing or a hearing is not scheduled and held within the required timeframe, an appeal may be made in writing to the Piedmont Triad Regional Council PTRC/PTRWDB Workforce Development Board within 5 days. A statement, such as, "I wish to appeal the attached determination" or " I wish to request that a hearing be held", signed and dated, with a copy of the hearing report or a notation of the originally scheduled date for the hearing attached is adequate. This appeal should be addressed and sent to the following address:

Jessica Raby, EEO Officer
Piedmont Triad Regional Council
Workforce Development Board
1398 Carrollton Crossing Drive
Kernersville, NC 27284
(336) 904-0300 FAX: (336) 904-0301

A decision must be made by the PTRC/PTRWDB Equal Opportunity Officer no later than 60 days from the filing of the original written complaint by the customer.

4. If the complaint does not receive a decision at the local level within 60 days of the filing of the complaint or receives an unsatisfactory decision on the appeal to the Local Area (LA), the complainant has the right to request a review of the complaint by the Division of Workforce Solutions. Such requests must be filed in writing within 10 days of receipt of the adverse decision or 15 days from the date on which the complainant should have received a decision, whichever is earlier. Requests for such review should be submitted to:

Mose Dorsey
Workforce Innovation and Opportunity Act Equal Opportunity Officer
313 Chapanoke Road, Suite 120, Mail Service Center
Raleigh, North Carolina 27699-4316

The Division of Workforce Solutions will conduct a review of the complaint and issue a decision within 30 days from the date of receiving the review request. With the exception of complaints alleging violations of the labor standards of section 143 of the Act. The Division of Workforce Solutions decision is final unless the Director of Civil Rights Center-USDOL exercises the authority of Federal level review in accordance with provisions of 627.601 of the regulations.

5. Should the Division of Workforce Solutions fail to provide a decision as required, the complainant may request a determination from the Director of Civil Rights Center-USDOL as to whether reasonable cause exists to believe the Act or its regulations have been violated. The request for a determination must be submitted in writing to the Secretary within 15 days of the date the Division of Workforce Solutions decision should have been issued. The Director of Civil Rights Center-USDOL shall act within 90 days (120 days for Section 143 violations) and, where appropriate, direct the Division of Workforce Solutions to take further action pursuant to State and local procedures. The Division of Workforce Solutions has 60 days to comply.

Alleged Discrimination Complaints

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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: PTRC/PTRWDB EEO Officer, 1398 Carrollton Crossing Drive, Kernersville, NC 27284; or The 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 PTRC/PTRWDB, you must wait either until the provider 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 provider 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 provider 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 PTRC/PTRWDB).

If the provider 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 within 30 days of the date on which you received the Notice of Final Action.

I have reviewed the Workforce Innovation and Opportunity Act Customer Rights, Benefits, and Complaint Procedures form and understand my rights, benefits, and the procedures through which complaints are resolved. I have received a copy of the policy and will verify by signing the following form:

**EQUAL OPPORTUNITY
IS THE LAW**

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It is against the law for this recipient of Federal financial assistance to discriminate on the following basis:

- Against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the individual's citizenship status or 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.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

WHAT TO DO IF YOU BELIEVE

YOU HAVE EXPERIENCED DISCRIMINATION

If you think 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); or
- The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210 or electronically as directed on the CRC Web site at www.dol.gov/crc.

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 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 received the Notice of Final Action.

FOR INFORMATION OR TO FILE A COMPLAINT, CONTACT

Jessica Raby

Piedmont Triad Regional Council
1398 Carrollton Crossing Drive
Kernersville, NC 27284

336-904-0300 • Fax 336-904-0308 • TDD 711 or 1-800-735-2962 • 1-800-735-8262 (Voice)

jraby@ptrc.org

Mose Dorsey

Workforce Innovation and Opportunity Act
313 Chapanoke Road
Raleigh, North Carolina 27603

Telephone #: (919) 814-0419; 1-800-735-2962; (TT) 1-800-735-8262 (Voice)

Equal Opportunity Employer Program

Customer's Signature _____

Date: _____

Program Representative _____

Date: _____

**IGUALDAD DE OPORTUNIDAD
ES LA LEY**



Es contra la ley que este destinatario de asistencia financiera federal discrimine por las siguientes razones:

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• En contra de cualquier individuo en los Estados Unidos por razón de, raza, color, religión, sexo (incluyendo embarazo, parto y condiciones médicas relacionadas, estereotipos sexuales, transgénero e identidad de género), origen nacional (incluyendo dominio limitado del inglés), edad, incapacidad, o afiliación política o creencias, o contra cualquier beneficiario del solicitante o participante en programas asistidos financieramente bajo el Título I de Workforce Innovation and Opportunity Act (WIOA), Sobre la base de la condición de ciudadano de la persona o la participación en cualquiera de los programas o actividades financiados por la OAMI de Título I.
El destinatario no discriminará en ninguna de las siguientes áreas:

- Decidir quién será admitido, o tendrá acceso, a cualquier Título I de WIOA - programa o actividad asistida financieramente;
- Proporcionar oportunidades o reasentar a cualquier persona con respecto a tal programa o actividad; o
- Tomar decisiones de empleo en la administración de, o en relación con tal programa o actividad.

Los beneficiarios de la asistencia financiera federal deben tomar medidas razonables para asegurar que las comunicaciones con individuos con discapacidades sean tan efectivas como las comunicaciones con otros. Esto significa que, a petición y sin costo alguno para el individuo, se requiere que los receptores proporcionen auxilios y servicios auxiliares apropiados a individuos calificados con discapacidades.

**¿QUE HACER SI USTED CREE
QUE HA EXPERIMENTADO DISCRIMINACIÓN?**

Si piensa que ha sido objeto de discriminación en virtud de un programa o actividad financiada por la ley WIOA Título I, puede presentar una queja dentro de los 180 días siguientes a la fecha de la supuesta violación:

- El Oficial de Igualdad de Oportunidad del receptor (o la persona que el destinatario ha designado para este propósito); o
- El Director del Centro de Derechos Civiles (CRC), Departamento de Trabajo de los Estados Unidos, 200 Constitution Avenue NW, Sala N-4123, Washington, DC 20210 o electrónicamente como se indica en el sitio web del CRC en www.dol.gov/crc

Si presenta su queja con el destinatario, debe esperar hasta que el destinatario emita una Notificación de Acción Final por escrito o hasta que hayan transcurrido 90 días (lo que ocurra antes) antes de presentar la solicitud ante el Centro de Derechos Civiles.

Si el destinatario no le da notificación por escrito de la Acción Final dentro de los 90 días del día en que presentó su queja, puede presentar una queja ante CRC antes de recibir dicha Notificación. Sin embargo, debe presentar su queja CRC dentro de los 30 días siguientes al plazo de 90 días (en otras palabras, dentro de los 120 días posteriores al día en que presentó su queja con el destinatario).

Si el beneficiario le da un Aviso de Acción Final por escrito sobre su queja, pero no está satisfecho con la decisión o resolución, puede presentar una queja ante CRC. Debe presentar su queja CRC dentro de los 30 días de la fecha en que recibió la Notificación de Acción Final.

PARA INFORMACION O PARA PRESENTAR UNA QUEJA, COMUNÍQUESE CON

Jessica Raby

Piedmont Triad Regional Council
1398 Carrollton Crossing Drive
Kernersville, NC 27284

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Ayudas auxiliares y servicios están disponibles a petición de personas con discapacidades.

Programa de Empleo para la Igualdad de Oportunidades

Customer's Signature _____

Date: _____

Program Representative _____

Date: _____