

Community Relations- Social Development Commission Grievance Acknowledgement Form

I. Procedures for Complaints of a Noncriminal Nature

Under WIOA law, and other funding sources as may be applicable, you have rights as a program applicant, participant, or employee. **If you believe your rights have been violated, program regulations have not been adhered to, or you have been discriminated against, then you have the right to file a complaint.**

The following information should be included whenever a complaint is filed:

1. The full name, telephone number, and address of the participant
2. The full name and address of whom the complaint is being made against
3. A clear and concise statement of the facts, including pertinent dates, stating the alleged violation
4. Provision of WIOA or other program regulations, if known, which the participant believes was violated
5. A statement disclosing whether the complaint has been cross-filed with any other jurisdiction and whether these other proceedings have been commenced or concluded, including dates, authorities, and other pertinent information
6. A statement of the resolution which the participant seeks

Complaints Which Do Not Involve Discrimination

Your written complaint should be directed to the Complaint Officer of the service or training provider or work site and **must be filed within one year after the alleged violation took place.**

After the complaint is properly filed, it will be investigated. After the investigation is completed, you will have the opportunity to discuss the findings and hopefully be able to resolve your complaint through informal channels. If you are not satisfied with the result of the informal resolution process, you have the right to a fair hearing. **The hearing must be requested no later than the 15th day from the initial filing date of your written complaint.**

The request for a hearing must be made in writing and include a copy of the complaint and the reasons you are not satisfied with the way your service or training provider or work site has resolved your complaint. It should be sent to:

**La Toya Jones, Equal Opportunity Coordinator
Social Development Commission
1730 West North Avenue
Milwaukee, WI 53205**

After you request a hearing, it will be scheduled within two weeks. A final decision on your cases must be granted within 60 days from the initial filing of your complaint.

Complaints Which Allege Discrimination

Discrimination means that an individual did not receive program services because of age, ancestry, national origin, skin color, religion, creed, gender, gender preference, disability, health condition, marital status, genetic testing, arrest and conviction record, or other protected status under the Civil Rights Act of 1964 and other civil rights laws. Discrimination complaints are very serious. Such complaints must be filed within 180 days of when an incident happens. Discrimination complaints may be filed at the local, state or federal level.

La Toya Jones, Equal Opportunity Coordinator
CR- Social Development Commission
1730 W North Ave
Milwaukee, WI 53205
Phone: (414) 906-2823 TDD/TTY: 711
ljones@cr-sdc.org

OR

Elizabeth Barroilhet, Equal Opportunity Officer
Wisconsin Department of Workforce Development
Division of Employment and Training
PO Box 7972
Madison WI 54307-7972
Phone: (608) 266-6889 TDD/TTY: 711
elizabeth.barroilhet@dwd.wisconsin.gov

OR

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.

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A discrimination complaint may be cross-filed with the Equal Rights Division (ERD) of the Department of Workforce Development. If the discrimination is based on the Wisconsin Fair Employment Statutes, **it must be filed with the ERD within 300 days after the alleged discrimination took place.** It is important to note that the Wisconsin Fair Employment Statutes recognize protected classes in addition to those covered by federal Civil Rights Statutes, such as marital status, sexual orientation, source of income, etc. To file your complaint with the ERD, contact:

Wisconsin Department of Workforce Development
Equal Rights Division
819 N Sixth Street – Room 255
Milwaukee, WI 53203
(414) 227-4384 (voice)
(414) 227-4081 (TTY)

II. Procedures for Complaints Alleging Incidents of Fraud and Abuse Violations of DWD Grants

You may request a Wisconsin WIOA Fraud and Abuse Incident Report from La Toya Jones, Equal Opportunity Coordinator, SDC, 414-906-2823, or **if you fear reprisal or that your position may be compromised you may contact the Federal Office of Inspector General Hotline toll-free (800) 347-3756.**

III. Acknowledgement of Receipt

By signing below, I acknowledge I have read, understood and received a copy of the SDC's Grievance Procedure and this Grievance Procedure Summary and Acknowledgement.

Printed Name:	Date:
Signature:	

Social Development Commission