

# Grievance, Discrimination Complaints, Nondiscrimination Complaints & Equal Opportunity & Appeals Procedures For Customers & Babel Notice



## **Notice Of Nondiscrimination**

CareerSource Okaloosa Walton does not discriminate on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, marital status, political affiliation or belief, citizenship/status as a lawfully admitted immigrant authorized to work in the United States, participation in any WIOA Title I financially assisted program or activity, or any other characteristic protected by Federal, State or local law.

Programs funded through CareerSource Okaloosa Walton are equal opportunity programs with auxiliary aids and services available upon request to individuals with disabilities. Persons using TTY/TTD equipment use Florida Relay Service 711. Disabled individuals may make requests for reasonable accommodations to the CareerSource Okaloosa Walton Equal Opportunity Officer by calling (850) 651-2315, e-mailing [policy@careersourceow.com](mailto:policy@careersourceow.com), or writing to CareerSource Okaloosa Walton, Equal Opportunity Officer, 109 8<sup>th</sup> Avenue, Shalimar Florida 32579.

Any individual with questions or concerns regarding any type of perceived discrimination is encouraged to contact the CareerSource Okaloosa Walton Equal Opportunity Officer. An individual can ask questions, raise concerns and file a complaint without fear of reprisal or retaliation.

## **Non-Discrimination Complaints**

*If you have a grievance or a complaint about any of the workforce services received through the CareerSource Okaloosa Walton centers the following steps should be taken to resolve your concerns:*

1. Immediately discuss the matter with the **CareerSource Associate** assisting you.
2. If not resolved satisfactorily, discuss the matter with the **Center Manager**.
3. If not resolved satisfactorily within seven days, address your concerns in writing to **CareerSource Okaloosa Walton, Attn: Chief Operating Officer, 109 8<sup>th</sup> Avenue, Shalimar, FL 32579; or phone (850) 651-2315 for additional information.**
4. If not resolved satisfactorily within 12 days, address your concerns in writing to **CareerSource Okaloosa Walton, Attn: Executive Director or Equal Opportunity Officer, 109 8<sup>th</sup> Avenue, Shalimar, FL 32579; or phone (850) 651-2315 for additional information.**
5. If you are not satisfied with the outcome from the CareerSource Okaloosa Walton staff or if a decision is not reached within 60 calendar days from notice of the formal complaint in writing to **CareerSource Okaloosa Walton**, you may appeal in writing to the Florida Department of Commerce, Office of General Counsel/Office for Civil Rights, 107 East Madison Street, Caldwell Bldg., MSC 150, Tallahassee, Florida, 32399-4129.

## **Discrimination Complaints:**

If you feel that your rights are being violated due to an act of discrimination based on race, color, sex, national origin, religion, age, political affiliation, citizenship, sexual orientation, or beliefs; or, if you believe that you have been discriminated against - either on the job or during the hiring, promotion or discharge process; denied services or treated differently than others in the receipt of services; you may file a complaint of discrimination with the **United States Department of Labor, Civil Rights Center, 200 Constitution Avenue NW, Room N-4123, Washington, D. C. 20210**, within **180 days** of the alleged occurrence.

## **Hearing Procedures:**

Complaints or grievances should be filed in writing and submitted to CareerSource Okaloosa Walton. An attempt will be made to clear up the matter informally within 10 working days - first hearing. If the complaint or grievance is not cleared up informally, a second hearing shall be held and a decision shall be rendered by CareerSource Okaloosa Walton Executive Director within **30 calendar days** from receipt of the formal complaint or grievance. You will be informed of the date and place and about the hearing and appeal process. If you are not satisfied with the decision of the CareerSource Okaloosa Walton Executive Director or do not receive a hearing within 30 calendar days, you may appeal to the Florida

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Florida Department of Commerce within **30 calendar days**. Grievance/Complaint and Hearing/Appeal Process for WIA, TAA, TANF/WT, and SNAP programs should be filed with Florida Department of Commerce, Office of General Counsel, 107 East Madison Street, Caldwell Bldg., MSC 150, Tallahassee, Florida, 32399-4129. In regards to Wagner-Peyser: Procedures for handling allegations of discrimination received by career center staff are set forth in 20 CFR 658.411(b)(1) and 29 CFR 37.76. The Equal Opportunity (EO) Officer for CareerSource and the Florida Department of Commerce Office for Civil Rights (OCR) have authority to process complaints alleging discrimination on the basis of race, color, sex, national origin, religion, age, disability, marital status, sexual orientation, and citizenship status.

**Intimidation And Retaliation Prohibited:**

CareerSource Okaloosa Walton shall not discharge, intimidate, retaliate, threaten, coerce or discriminate against any person because such person has filed a complaint or grievance. The same prohibition applies to people who have furnished information, assisted or participated in any manner in an investigation, review, hearing or any other activity related to administration of, or exercise of authority under, or privilege secured by 29 CFR Part 34.

Under Florida law, <b>CareerSource</b> center customers may also choose to file employment complaints with the Florida Commission on Human Relations. (See Section 760.06, Florida Statutes.) Contact the following entities for discrimination, employment, health and safety, or Florida Law violations/complaints:	
<b>CareerSource Okaloosa Walton Local Equal Opportunity Officer</b> 109 8 <sup>th</sup> Avenue Shalimar, Florida 32579	<b>Florida Department of Commerce Office for Civil Rights</b> 107 East Madison Street, Caldwell Bldg., MSC 150 Tallahassee, FL 32399-4129 (P): 850.921.3205 / (F): 850.921.3122 Civil.Rights@commerce.fl.gov
<b>Florida Commission on Human Relations Florida Law Violations</b> 4075 Esplanade Way, Room 110 Tallahassee, Florida 32399 (850) 488-7082 1-800-342-8170 (voice and TTY)	<b>U. S. Department of Labor Civil Rights Center Discrimination Complaints</b> Room N4123 200 Constitution Avenue, NW, Washington, D. C. 20210
<b>U.S. Department of Justice</b> 950 Pennsylvania Avenue, NW Washington, DC 20530-0001 Department Comment Line: 202-353-1555 Department of Justice Main Switchboard: 202-514-2000 TTY/ASCII/TDD: 800-877-8339 (or Federal IP Relay Service(link is external))	<b>U. S. Department of Labor Occupational Safety and Health Administration (OSHA) Safety and Health Violations</b> 200 Constitution Avenue, NW Washington, D.C. 20210
	<b>Centralized Case Management Operations U.S. Department of Health and Human Services</b> 200 Independence Avenue, S.W. Room 509F HHH Bldg. Washington, D.C. 20201
<b>U. S. Department of Labor Office of Inspector General, Office of Investigations</b> 200 Constitution Avenue, NW Room S-5014 Washington, D. C. 20210.	<b>U. S. Equal Employment Opportunity Commission (EEOC) Employment Complaints <u>Mobile Local Office</u></b> 63 South Royal Street Suite 504 Mobile, AL 36602 1-800-669-4000 251-690-2581 (Fax) 1-800-669-6820 (TTY) 844-234-5122 (ASL Video Phone)
<b>U.S. Department of Education Office for Civil Rights</b> Lyndon Baines Johnson Depart of Education Bldg 400 Maryland Avenue, SW Washington, DC 20202-1100 Telephone: 800-421-3481 FAX: 202-453-6012; TDD: 800-877-8339	

**Babel Notice**

**English**

**IMPORTANT!** This document contains **important information** about your rights, responsibilities and/or benefits. It is critical that you understand the information in this document, and we will provide the information in your preferred language at no cost to you. **Call (850) 850-7587** for assistance in the translation and understanding of the information in this document.

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### Spanish

**¡IMPORTANTE!** Este documento contiene **información importante** sobre sus derechos, responsabilidades y/o beneficios. Es importante que usted entienda la información en este documento. Nosotros le podemos ofrecer la información en el idioma de su preferencia sin costo alguno para usted. **Llame al (833) 850-7587** para pedir asistencia en traducir y entender la información en este documento.

### Chinese - Traditional

重要須知！本文件包含重要資訊，事關您的權利、責任，和／或福利。請您務必理解本文件所含資訊，而我們也將使用您偏好的語言，無償為您提供資訊。請致電 **(833) 850-7587** 洽詢翻譯及理解本文件資訊方面的協助。

### Vietnamese

**LƯU Ý QUAN TRỌNG!** Tài liệu này chứa **thông tin quan trọng** về quyền hạn, trách nhiệm và/hoặc quyền lợi của quý vị. Việc hiểu rõ thông tin trong tài liệu này là rất quan trọng, và chúng tôi sẽ cung cấp miễn phí cho quý vị thông tin này bằng ngôn ngữ mà quý vị ưa dùng. **Hãy gọi (833) 850-7587** để được hỗ trợ về việc thông dịch và hiểu thông tin trong tài liệu này.

### Tagalog

**MAHALAGA!** Naglalaman ang dokumentong ito ng **mahalagang impormasyon** tungkol sa iyong mga karapatan, responsibilidad at/o benepisyo. Napakahalaga na nauunawaan mo ang impormasyong nakapaloob sa dokumentong ito, at ibibigay namin nang libre ang impormasyon sa pinili mong wika. **Tumawag sa (833) 850-7587** upang humingi ng tulong sa pagsasalingwika at pag-unawa sa impormasyong nasa dokumentong ito.

### French

**IMPORTANT!** Le présent document contient **des informations importantes** sur vos droits, vos responsabilités et/ou vos avantages. Il est essentiel que vous compreniez les informations figurant dans ce document, et nous vous fournirons gratuitement les informations dans la langue de votre choix. **Appelez au (833) 850-7587** pour obtenir de l'aide pour la traduction et la compréhension des informations contenues dans le présent document.

### Haitian Creole

**ENPÒTAN!** Dokiman sa a gen **enfòmasyon enpòtan** ladan konsènan dwa, responsablite ak/oswa avantaj ou yo. Li ap vrèman enpòtan pou ou konprann enfòmasyon yo ki nan dokiman sa a, epi n ap ba ou enfòmasyon sa yo nan lang ou prefere a gratis. **Rele (833) 850-7587** pou jwenn asistans pou tradui ak pou konprann enfòmasyon ki nan dokiman sa a.

### Portuguese

**IMPORTANTE!** Este documento contém **informações importantes** sobre os seus direitos, responsabilidades e/ou benefícios. É essencial que compreenda as informações constantes neste documento, as quais disponibilizaremos, gratuitamente, na língua à sua escolha. **Contacte o número (833) 850-7587** para solicitar ajuda para traduzir e compreender as informações contidas neste documento.

### Arabic

**مهم!** يحتوي هذا المستند على **معلومات مهمة** حول حقوقك ومسؤولياتك و/أو فوائده. من الأهمية بمكان فهم المعلومات الواردة في هذا المستند، وسنوفر المعلومات بلغتك المفضلة دون تحميلك أي تكلفة. **اتصل على الرقم (833) 850-7587 (xxx)** للحصول على مساعدة في ترجمة المعلومات الواردة في هذا المستند وفهمها.

### Russian

**ВАЖНО!** В настоящем документе содержится **важная информация** о ваших правах, обязанностях и/или преимуществах. Крайне важно, чтобы вы поняли информацию, содержащуюся в данном документе, а мы бесплатно предоставим вам эту информацию на выбранном вами языке. **Позвоните по телефону (833) 850-7587** для получения помощи в переводе и понимании информации, содержащейся в данном документе.

## **Korean**

중요! 본 문서는 귀하의 권리, 책임 및/또는 이익에 관한 중요한 정보를 포함하고 있습니다. 귀하가 본 문서에 있는 정보를 이해하는 것은 대단히 중요하며, 귀하가 원하는 언어로 정보를 제공받으실 수 있습니다. **(833) 850-7587** 로 전화하여 본 문서에 있는 정보의 번역 및 이해를 위해 도움받으시길 바랍니다.

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Participant's Signature

Date

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Parent or Guardian's Signature (If Applicable)

Date

As a representative of CareerSource Okaloosa Walton, I verify that the participant read the instructions above on Grievance/Complaint and Hearing/Appeal procedures and indicated an understanding of the process.

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Career Advisor's Signature

Date

[www.careersourceokaloosawalton.com](http://www.careersourceokaloosawalton.com)

A proud partner of the American Job Center Network

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*This Project is fully supported by the U.S. Departments of Labor, Health and Human Services, Education, and Agriculture as part of awards totaling \$3,174,965.00 with 0% financed from non-governmental sources.*