

GCWDB Complaint Processing Procedures

This sheet contains very basic information regarding complaint procedures. It is required to apply relevant policy at the link provided and/or contact an EO Officer for technical assistance (reverse side of this form). Printed policies are available upon request.

Complaints of Violation of the Requirements of WIOA Title I (except Job Corps) –

Programmatic complaints are non-discriminatory, non-criminal complaints involving the application of WIOA regulations and policies at both the GCWDB service provider and state level. Complaints may occur for a number of reasons and can arise from anyone being served by the workforce development system or interested parties, including Oklahoma Works (One-Stop) partners and service providers. *Important elements:*

- Complaints must be submitted to the appropriate Equal Opportunity Officer (reverse side of this form).
- Complaints must be in writing and incorporate required contents, including contact information for a response.
- Complainants have the right to be represented, at their own expense, by a person(s) of their choosing.
- Complaints must be filed within 30 days of the alleged violation.
- No entity may retaliate against any complainant.
- Complaints are confidential to the maximum extent possible.

Complete and detailed information and requirements may be found in Programmatic Grievances and Complaints at the [GCWDB policy page](#).

Complaints of Discrimination –

Discrimination complaints are complaints of unjust or prejudicial treatment of an individual or class of individuals based on race, color, national origin (including limited English proficiency), gender (including pregnancy discrimination, childbirth or related medical conditions; transgender status or gender identity), age, religion, disability, political affiliation or belief and, for beneficiaries only, citizenship or WIOA participant status. Any person, or the person's representative, who believes that an individual or class of individuals has been or is being discriminated against may file a discrimination complaint. *Important elements:*

- Complaints must be submitted to the appropriate Equal Opportunity Officer (reverse side of this form).
- Complaints must be in writing and incorporate required contents, including contact information for a response.
- Complainants have the right to be represented, at their own expense, by a person(s) of their choosing.
- Complaints must be filed within 180 days of the alleged violation.
- No entity may retaliate against any complainant.
- Complaints are confidential to the maximum extent possible.
- The only persons with access to the investigative file shall be the EO Officer conducting the investigation, the State EO Officer, the Governor (or designee), the U.S. Department of Labor's Civil Rights Center.

Complete and detailed information and requirements may be found in Discrimination Complaint Procedures at the [GCWDB policy page](#).

Complaints of Fraud, Waste, Abuse or Other Criminal Activity –

Complaints involving criminal fraud, waste, abuse, or other criminal activity must be reported and information provided immediately to the corresponding Regional Inspector General for Investigations or to the Department's Incident Reporting System at The Department of Labor, Office of Inspector General (OIG), Office of Investigations, Room S5514, 200 Constitution Avenue NW, Washington, DC 20210. The Hot-line number is 1-800-347-3756. The website is <http://oig.dol.gov/contact.htm>. Such complaints must be filed with the OIG, along with a copy simultaneously provided to the Department of Labor Employment and Training Administration.

By my signature below, I certify that: I have been verbally advised of my right to file a grievance or complaint with the WIOA Title I service provider, local workforce development area, State or United States Department of Labor, and of my right to receive technical assistance in filing a grievance or complaint. I understand copies of the following policies are available upon request, including large print versions, and have read and understand GCWDB policies: Discrimination Complaint Procedures Governing WIOA Activities and Oklahoma Works (One-Stop) Center Activities and WIOA Programmatic Grievances and Complaints.

Signature

Date

Green Country Workforce Development Board

Vital Service and Information Notice

Pursuant to 29 CFR 38.9(g)(3), the following notice is given:

This document contains vital service information.

For people with speech or hearing loss:

To enable telephone conversation between people with speech or hearing loss and people without speech or hearing loss, please call Oklahoma Relay at 711-(<http://www.oklahomarelay.com/711.html>) or TDD/TTY: 800-722-0353.

If English is not your preferred language, please contact:

Equal Opportunity (EO) Officers

Local EO Officer

Tamara Peachey/GCWDB Workforce Policy and Compliance Manager

Green Country Workforce Development Board, 822 S. Muskogee Ave. Tahlequah, OK 74464

(918) 316-6519

eo@greencountryworks.org

State Equal Opportunity Officer

Kacey Luster | Oklahoma Employment Security Commission, 900 N. Stiles Ave. Oklahoma City, OK 73104

(405) 557-5496

EOOfficer@oesc.ok.gov

Notice in 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 (918) 316-6519 for assistance in the translation and understanding of the information in this document.

Notice in Spanish

¡IMPORTANTE! Este document contiene información 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 para usted. Llame al (918) 316-6519 para pedir asistencia en traducir y entender la información en este documento.
