



Gadsden: (850) 875-4040
Leon: (850) 922-0023
Wakulla: (850) 926-0980
Executive Center: (850) 414-6085

**NOTICE OF NONDISCRIMINATION AND
COMPLAINT & GRIEVANCE PROCEDURES**

Participant Name: _____

NOTICE OF NONDISCRIMINATION:

CareerSource Capital Region does not discriminate on the basis of race, color, religion, pregnancy, sex (including stereotyping, transgender status, gender identity, 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 Capital Region 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 Capital Region Equal Opportunity Officer by calling (850) 414-6085, emailing info@careersourcecapitalregion.com or writing to CareerSource Capital Region, Equal Opportunity Officer, 325 John Knox Road, Atrium Building, Suite 102, Tallahassee, FL 32303.

Any individual with questions or concerns regarding any type of perceived discrimination is encouraged to contact the CareerSource Capital Region Equal Opportunity Officer. An individual can ask questions, raise concerns and file a complaint without fear of reprisal or retaliation. Forms for filing discrimination complaints can be found at the following website: <http://www.floridajobs.org/civilrights/docs/complaint%20form.docx>. Complaints may be filed by completing the Complaint Information Form found on the referenced website or by sending information listed on the form in writing to the local Equal Opportunity Officer, Department of Economic Opportunity's Office of Civil Rights, the US Department of Labor, the Equal Employment Opportunity Commission or the Florida Commission on Human Relations (contact information listed on page 2).

COMPLAINT PROCEDURES:

As a customer/applicant/participant you have the right to file a complaint/grievance if you feel you have been treated unfairly. If during your participation in any workforce program(s) including Wagner-Peyser (WP), Workforce Innovation and Opportunity Act (WIOA), Welfare Transition (WTP), Supplemental Nutrition Assistance Program Employment & Training (SNAP), or any special grant/project or feel that your rights are being violated due to an act of discrimination, you may file a complaint. You may file a formal written complaint with the Grievance/Complaints Section at the following address (within 180 days of the occurrence): CareerSource Capital Region, General Manager, ATTN: Grievance/Complaint Section, 2601 Blairstone Road, Building C, Suite 200, Tallahassee Florida 32301. Unresolved complaints may be sent to the Florida Department of Economic Opportunity, Office of General Counsel, Caldwell Building- Suite 150, 107 East Madison Street, Tallahassee, Florida 32399-4128.

GRIEVANCE PROCEDURES (APPLICANTS AND PARTICIPANTS):

If a customer, using any workforce program operated within the CareerSource Capital Region offices, experiences a problem which arises in connection with workforce programs, the customer should submit a formal written grievance to CareerSource Capital Region (within 180 days of the occurrence) to the following address: CareerSource Capital Region, General Manager, Grievance/Complaints Section, 2601 Blairstone Road, Building C, Suite 200, Tallahassee Florida 32301.

HEARING PROCEDURE:

Complaints or grievances should be filed in writing and submitted to CareerSource Capital Region. 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 the CareerSource Capital Region CEO within 60 calendar days from receipt of the 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 Capital Region CEO or do not receive a hearing within 60 calendar days, you may appeal to the Florida Department of Economic Opportunity (DEO) (within 30 days). Grievance/Complaint and Hearing/Appeal Process for WIOA, TAA, TANF/WT, and SNAP programs should be filed with Florida Department of Economic Opportunity, Office of General Counsel, 107 East Madison Street, MSC 110, Tallahassee, Florida,



Gadsden: (850) 875-4040
Leon: (850) 922-0023
Wakulla: (850) 926-0980
Executive Center: (850) 414-6085

32399-4128. Complaint procedures for Wagner-Peyser Employment Services activities (except Migrant Seasonal Farm Worker (MSFW) program) may be filed with the Florida Department of Economic Opportunity, Office of One-Stop and Program Support, Caldwell Building-Suite 105, 107 East Madison Street, Tallahassee, Florida 32399-4133, Attention ES Complaint Coordinator. MSFW complaints may be filed with the Florida Department of Economic Opportunity, Monitor Advocate Office, Caldwell Building-Suite 150, 170 East Madison Street, Tallahassee, Florida 32399-4133, Attention: Senior Monitor Advocate.

INTIMIDATION AND RETALIATION PROHIBITED:

CareerSource Capital Region 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, employees or applicants 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:

Filing time frame: 180 days	
CareerSource Capital Region Equal Opportunity Officer 325 John Knox Road Atrium Building, Suite 102 Tallahassee, FL 32303	Department of Economic Opportunity Office for Civil Rights 107 East Madison Street, MSC 150 Tallahassee, FL 32399
US Department of Labor Civil Rights Center 200 Constitution Ave. NW, Rm. N-4123 Washington, DC 20210	
Filing time frame: 300 days	
Equal Employment Opportunity Commission Miami District Office One Biscayne Tower, Suite 2700 2 South Biscayne Boulevard Miami, FL 33131	
Filing time frame: 365 days	
Florida Commission on Human Relations 2009 Apalachee Parkway, Suite 100 Tallahassee, FL 32301	

USDOL Office of Inspector General, Office of Investigations 200 Constitution Avenue, NW Room S-5014 Washington, D. C. 20210.	USDOL Occupational Safety and Health Administration (OSHA) Safety and Health Violations 200 Constitution Avenue, NW Washington, D.C. 20210
--	---



Gadsden: (850) 875-4040
Leon: (850) 922-0023
Wakulla: (850) 926-0980
Executive Center: (850) 414-6085

I certify that I have received a copy of CareerSource Capital Region's Notice of Nondiscrimination and Complaint & Grievance Procedures and have read the above statement and understand my rights and responsibilities as outlined:

Participant Signature

Date

Parent or Guardian Signature (if participant is a minor)

Date

As a representative of the Workforce System, I verify that the above-signed participant read the above statement of Grievance/Complaint and Hearing/Appeal procedures and indicated an understanding of the procedures.

CareerSource Capital Region Representative Signature

Date