

**EQUAL OPPORTUNITY IS THE LAW**

It is against the law for Pacific Gateway Workforce Innovation Network (Pacific Gateway) and any of its contractors, as recipients of federal financial assistance, to discriminate on the following basis:

1. 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.
2. Against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA) or administered by Pacific Gateway on the basis of the individual's citizenship status or participation in any WIOA Title I or Pacific Gateway financially assisted program or activity.

Pacific Gateway and any of its subcontractors must not discriminate in any of the following areas:

1. Deciding who will be admitted, or have access, to any WIOA Title I or Pacific Gateway financially assisted program or activity.
2. Providing opportunities in, or treating any person with regard to, such a program or activity.
3. Making employment decisions in the administration of, or in connection with, such a program or activity.

**WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION**

If you think you have been subjected to discrimination under a WIOA Title I or a Pacific Gateway financially assisted program or activity, you, or a representative on your behalf, may file a written complaint within **180 days** from the date of the alleged violation by mail or electronically with *either*:

1. Alisa Munoz, Pacific Gateway Equal Opportunity Officer  
4811 Airport Plaza Dr., Suite 200, Long Beach, CA 90815  
562.570.3748, TTY 562.570.4629  
[Alisa.Munoz@pacific-gateway.org](mailto:Alisa.Munoz@pacific-gateway.org)
2. Civil Rights Center (CRC) Director  
U.S. Department of Labor  
200 Constitution Avenue NW, Room N-4123, Washington, DC 20210  
[www.dol.gov/crc](http://www.dol.gov/crc)

Complaints must be filed in writing by completing the Pacific Gateway Discrimination Complaint Form and must include the following information:

1. Your full name and address.
2. The full name and address of the party against whom the allegation is against.
3. A clear statement of the facts regarding the allegation.
4. Your signature or the signature of your authorized representative.

If you file your complaint directly with Pacific Gateway, you must wait until Pacific Gateway issues a written Notice of Final Action or until 90 days have passed (whichever is sooner), before filing with the CRC.

If Pacific Gateway does not issue a written Notice of Final Action within **90 days** of the day on which you filed your complaint, you may file a complaint with the CRC before you receive the notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days from the date on which the initial complaint was filed with Pacific Gateway).

If Pacific Gateway 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 the CRC. You must file your complaint with the CRC within **30 days** of the date on which you received the Notice of Final Action.

WIOA Title I-financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. To request a reasonable accommodation, please call 562.570.3748 or TTY 562.570.4629 at least 72 business hours prior to event.

**What to do if you believe the Pacific Gateway Workforce Innovation Network (Pacific Gateway), one of its service providers, or any staff member has violated any provisions of the Workforce Innovation and Opportunity Act (WIOA); the WIOA regulations, state and/or local policies and directives.**

You may file a grievance or complaint within **one year** from the date of the alleged violation.

Your grievance or complaint must be in writing, signed, dated and include the following information:

1. Your full name, telephone number, and address.
2. The full name, telephone number, and address of the party against whom the grievance or complaint is filed.
3. A clear and concise statement of the facts and dates describing the alleged violation.
4. The provisions of the WIOA, the WIOA regulations and/or the WIOA state/local directives believed to have been violated.
5. Grievances or complaints against individuals, including staff or participants, shall indicate how those individuals did not comply with the WIOA law, regulations, or directives.
6. The remedy sought.

If you request technical assistance, Pacific Gateway and its service providers are required to assist you in filing your grievance or complaint.

Your grievance or complaint must be mailed or emailed to:

**Alisa Munoz, Pacific Gateway EO Officer  
4811 Airport Plaza Dr., Suite 200  
Long Beach, CA 90815  
Alisa.Munoz@pacific-gateway.org**

The official filing date of the grievance or complaint is the date received by Pacific Gateway or its service providers.

The Pacific Gateway EO Officer or designated representative shall be provided an opportunity to resolve the grievance or complaint through an informal process prior to the hearing.

If the grievance or complaint is not resolved through the informal resolution process, a hearing shall be conducted within 30 days of the filing of a grievance or complaint.

If you do not receive a written Notice of Resolution from Pacific Gateway within **60 days** of the date on which you filed your grievance or complaint or there has been an incident of restraint, coercion or reprisal as a result of filing a grievance or complaint you may file a request for an EDD review within **15 days** from the date in which you should have received a decision or the date from which an instance of restraint, coercion, reprisal occurred.

If you receive a written Notice of Resolution for your complaint from Pacific Gateway, but you are dissatisfied with the resolution, you may file an appeal within **10 days** from the date you received the Notice of Resolution.

Your request for an EDD review or appeal must include the following information:

1. Your full name, telephone number, and address.
2. The full name, telephone number and address of Pacific Gateway.
3. A statement of the basis of the request or appeal.
4. Copies of relevant documents, such as the grievance or complaint filed and the local decision, if any.

Your request for an EDD review or appeal must be mailed to:

**Chief, Compliance Review Office, MIC 22-M  
Employment Development Department  
P.O. Box 826880  
Sacramento, CA 94280-0001**

**I hereby certify that I have received a copy of Pacific Gateway's Summary Customer Complaint Procedures for a Discrimination Complaint and Program Grievance and Complaint.**

Customer's Name

Customer's Signature or  
Parent/Guardian's Signature (if customer is under 18 years of age)

Date