

### Summary Customer Complaint Procedure - DISCRIMINATION - EQUAL OPPORTUNITY IS THE LAW

It is against the law for a recipient of federal financial assistance to discriminate on the following bases:

1. Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and limited English proficiency; **and**;
2. Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act (WIA) or Los Angeles County programs, on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his/her participation in any WIA Title I or Los Angeles County financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

1. Deciding who will be admitted, or have access to any WIA Title I financially-assisted or Los Angeles County programs or activities; **and**;
2. Providing opportunities in, or treating any person with regard to, such a program or activity; **or**;
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:

1. If you think you have been subjected to discrimination under a Title I or Los Angeles County financially-assisted or activities, you may file a complaint within **180 days** from the date of the alleged violation with either:
  - a. The Pacific Gateway Workforce Investment Network (PGWIN) Equal Opportunity Officer, 3447 Atlantic Avenue, Long Beach, CA 90807; or;
  - b. The Director, Civil Rights Center (CRC), United State Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210
2. Your written complaint should include the following (if requested, PGWIN staff will provide assistance in writing and filing your complaint):
  - a. Your full name and address
  - b. The full name and address of the party whom the allegation is against
  - c. A clear statement of the facts, including names and dates regarding the alleged allegation
3. If the PGWIN does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the PGWIN to issue the Notice of Final Action before filing a complaint with the CRC. However, you must file your complaint within **30 days** after the 90-day deadline (i.e., 120 days from the day on which the initial complaint is filed with the PGWIN).
4. If the PGWIN 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 CRC complaint within **30 days** of the date on which you received the Notice of Final Action.
5. Provision 29 CFR Part 37.11 prohibits intimidation and retaliation, or the denial of services to any person filing a complaint.



**Summary Customer Complaint Procedure  
- PROGRAM -**

**What to do if you believe the Pacific Gateway Workforce Investment Network (Pacific Gateway), one of its providers of services, or any staff person has violated any provisions of the Workforce Investment Act (WIA) or Los Angeles County programs, state directives, or local policies and directives:**


1. You may file a complaint within **180 days** from the date of the alleged violation.
2. Your written complaint should include the following:
  - a. Your full name and address
  - b. The full name and address of the party against whom the allegation is filed
  - c. A clear statement of facts, including names and dates regarding allegation
  - d. How you would like to have your complaint addressed:
    1. Informal conference with the PGWIN Quality Assurance Staff acting as facilitator, or
    2. Formal hearing before a hearing officer.
3. Your complaint must be mailed to: Pacific Gateway Workforce Investment Network  
Attn: Quality Assurance Unit  
3447 Atlantic Avenue  
Long Beach, CA 90807
4. Staff at Pacific Gateway and its providers of services is required to assist you in filing your complaint, if you request assistance. You are entitled to receive a copy of PGWIN policy #WDB 05A – NONDISCRIMINATION AND EQUAL OPPORTUNITY AND GRIEVANCE PROCEDURES for WIA Title I and Los Angeles County Programs Complaint Procedures. The policy contains the full process and complaint form. **Would you like to receive a copy of this policy?**     Yes     No
5. If you do not receive a written Notice of Resolution from the PGWIN within **90 days** of the day on which you filed your complaint, you may proceed to file a complaint with the Employment Development Department (EDD). However, you must file your complaint within **15 days** after the 60-day deadline – (which is 75 days from the day on which the initial complaint is filed with the PGWIN).
6. If you receive a written Notice of Resolution on your complaint from the PGWIN
  - a. For a WIA Title I program, but you are dissatisfied with the resolution, you may file an appeal to the EDD. Your appeal must be mailed to:

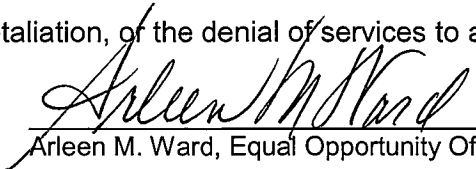
Employment Development Department  
Compliance Review Division  
800 Capitol Mall, MIC 22  
P.O. Box 826880  
Sacramento, CA 94280-0001
  - b. For Los Angeles County programs. Your appeal must be mailed to:

**Grievance Hearing Officer  
Dept. of Community & Senior Citizens Services  
County of Los Angeles  
3175 W. Sixth Street  
Los Angeles, CA 90020**

You must file your complaint within **15 days** of the date on which you received the Notice of Final Action.

7. Provision 29 CFR Part 37.11 prohibits intimidation and retaliation, or the denial of services to any person filing a complaint.

  
\_\_\_\_\_  
David Gonzalez, Executive Director

  
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Arleen M. Ward, Equal Opportunity Officer

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

\_\_\_\_\_  
Applicant Signature or Parent/Guardian (if client is under 18 years of age)

Date: \_\_\_\_\_  
rev. 10/2012