

## WorkSource Complaint Process & Equal Opportunity Notice

You have the right to file a complaint relating to employment and/or training assistance received through the WorkSource System and will not be penalized for filing a complaint. Your complaint must contain sufficient information for us to determine who is authorized to handle the complaint.

### Filing a complaint

To file a complaint, contact a WorkSource staff person and tell her/him that you want to file a complaint. Local staff will provide you with the necessary information and assistance to put your complaint in writing. If the complaint relates to your employment and/or training, a solution will be offered to resolve the matter within 25 days of filing the complaint. If you feel that your complaint is not resolved during this initial resolution effort, a hearing will be scheduled. If the complaint relates to discrimination, you may file a claim within 180 days of the alleged violation. Rules and additional timeframes around filing a discrimination complaint are explained below under “Equal Opportunity is the Law”.

### Information regarding hearings for program complaints

For complaints involving assistance with employment and/or training, a hearing will be provided within sixty (60) days of the receipt of a complaint, unless the complaint is resolved prior to the hearing date. The following information will be provided to you prior to the hearing date: The date of the notice, name of the complainant, and the name of the party against whom the grievance or complaint is filed; The date, time, and place of the hearing; A statement of the alleged violations; and the name, address, and telephone number of the contact person issuing the notice.

### Decision and appeal process for program complaints

A hearing decision will be provided within 60 days of filing your complaint, unless the complaint is resolved without a hearing. If you are not satisfied with the final decision, or if a decision has not been reached within the 60-day timeframe, you may send a written and signed notice of appeal via e-mail to [WCDDPolicy@esd.wa.gov](mailto:WCDDPolicy@esd.wa.gov) or by mail at:

Workforce Career Development Division  
Employment Security Department  
PO Box 9046  
Olympia, WA 98507-9046

## Equal Opportunity is the Law

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

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, or,

Against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual’s citizenship status or participation in any WIOA Title I–financially assisted program or activity.

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

Deciding who will be admitted, or have access, to any WIOA Title I–financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

If you think that you have been subjected to discrimination under a WIOA Title I–financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either: The recipient’s Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

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

### What to do if you believe you have experienced discrimination

If you think that you have been subjected to discrimination under a WorkSource financially-assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

The Local Equal Opportunity Officer for the Spokane WorkSource System  
Dawn Karber  
Spokane Workforce Council  
509-960-6260  
[dkarber@wcdspokane.com](mailto:dkarber@wcdspokane.com)  
140 S Arthur St  
Suite #300  
Spokane, WA 99202

or

The Director  
Civil Rights Center (CRC)  
U.S. Department of Labor  
200 Constitution Avenue NW Room N-4123  
Washington, DC 20210

or

electronically as directed on the CRC website at [www.dol.gov/crc](http://www.dol.gov/crc).