



# CUSTOMER'S RIGHTS UNDER THE WORKFORCE DEVELOPMENT PROGRAM

## 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.

## What to Do If You Believe You Have Experienced Discrimination

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 LWIOA 18's Equal Opportunity Officer; (recipient)
- The State WIOA EO Officer; or (recipient)
- The Director, Civil Rights Center (CRC), U.S. Department of Labor

If you file your complaint with a 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 below).

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.

Amy Jones  
Area 18 LWIOA Equal Opportunity Officer  
Southern Georgia Regional Commission  
1725 South Georgia Parkway, West  
Waycross, GA 31503  
(912) 285-6097  
[abaldwin@sgrc.us](mailto:abaldwin@sgrc.us)

TCSG OWD Compliance Officer  
Technical College System of  
Georgia 1800 Century Place N.E.,  
Suite 150 Atlanta, GA 30345-4304  
(404) 679-1371  
[wioacompliance@tcsge.edu](mailto:wioacompliance@tcsge.edu)

The Director, Civil Rights Center (CRC)  
U. S. Department of Labor  
200 Constitution Ave NW., Room N-4123  
Washington, DC 20210  
or electronically as directed by the CRC web site [www.dol.gov/crc](http://www.dol.gov/crc)

Individuals with speech and/or hearing impairments may call:  
**State Relay at 1800-255-0056 (TDD/TTY) or 1 800-255-0135 (Voice).**

LWIOA 18 will provide for alternative dispute resolution (ADR) if you, the complainant, request ADR in writing. Additionally, a party to any agreement reached under ADR may file a complaint with the CRC in the event the agreement is breached. If such a breach occurs, the following rules will apply:

- The non-breaching party may file a complaint with the Director within 30 days of the date on which the non-breaching party learns of the alleged breach;
- The Director must evaluate the circumstances to determine whether the agreement has been breached. If he or she determines that the agreement has been breached, you may file a complaint with CRC based upon your original allegation(s), and the Director will waive the time deadline for filing such a complaint.

If a complaint is filed with the State WIOA EO Officer, he/she shall adhere to the applicable federal and state policies and regulations.

If you believe you have been harmed by the violation or misapplication of a procedure or regulation of this program, you have the right to file a grievance. The grievance should be filed in accordance with the written procedures established by the Southern Georgia Workforce Development Board, which may be obtained by contacting WIOA Director, Southern Georgia Regional Commission, 1725 South Georgia Parkway West, Waycross, Georgia 31503.

I have read and understand the above statement, acknowledged so with my signature and received a copy.

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(Participant Signature)

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(Parent Signature – As Needed)

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(Date)

**A copy of this document should be given to the participant and one copy should be retained in his/her participant file.**