



## CHICAGO COOK WORKFORCE PARTNERSHIP

### Workforce Innovation and Opportunity Act (WIOA) Title I EQUAL OPPORTUNITY/DISCRIMINATION COMPLAINT PROCEDURES

National Able Network

Contracting Agency

Francheska Feliciano, Director

Title/Signature (CEO or Site Director)

#### **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:

Chicago Cook Workforce Partnership  
Attention: Gladys Hall, Grievance/Equal Opportunity Officer  
69 W. Washington Suite 2860  
Chicago, IL 60602  
Voice: (312) 603-7083  
TTY: (312) 603-0201  
E-mail: [ghall@workforceboard.org](mailto:ghall@workforceboard.org)  
OR  
Civil Rights Center (CRC)  
Attention: Director  
United States Department of Labor  
200 Constitution Avenue NW  
Room N-4123  
Washington, DC 20210  
or CRC website at [www.dol.gov/crc](http://www.dol.gov/crc).

If you file a complaint with the Chicago Cook Workforce Partnership, you must complete an Equal Opportunity (EO)/Discrimination Complaint Form. This form is available in the agency's Resource Room and can be obtained from the agency's staff person, the Chicago Cook Workforce Partnership and/or the local Complaint/Grievance Equal Opportunity Officer. The Complaint Form should be mailed, emailed or faxed to Gladys Hall, Grievance/Equal Opportunity Officer. All such formal complaints must be filed within **180 days** of the alleged violation, in order to be considered by The Partnership.

**Grievance/Equal Opportunity Officer:**

- Will acknowledge receipt of the written complaint by certified mail, return receipt requested. This will be done within 10 calendar days of receipt of the complaint;
- Will attempt to informally resolve the complaint by contacting the complainant and respondent to discuss the circumstances underlying the allegations and consider suggested actions for resolution.

If the complaint cannot be resolved informally, the complaint process will continue to either **Alternative Dispute Resolution (ADR)** or **Fact Finding/Investigation** within fifteen (15) calendar days after receiving the initial complaint. A written **Final Notice of Action** will be issued within the required 90-day timeframe.

If you file your complaint with The Partnership's Grievance/Equal Opportunity Officer, you must wait either until The Partnership issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner) before filing with the Civil Rights Center (address above).

If The Partnership 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 Partnership to issue that Notice before filing a complaint with the CRC. However, you must file your CRC complaint within 30 days of the 90-days deadline (in other words, within 120 days after the day on which you filed your complaint with The Partnership).

If The Partnership does give you a written Notice of Final Action regarding your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with the CRC. You must file your complaint within 30 days of the date on which you received the Notice of Final Action.