



**DEPARTMENT OF  
WORKFORCE INVESTMENT**

**David A. Mirrione**  
*Director*

1205 W. 18<sup>th</sup> Street  
Merced, CA 95340  
(209) 724-2000  
(209) 725-3592 Fax  
[www.co.merced.ca.us/wi](http://www.co.merced.ca.us/wi)

Equal Opportunity Employer

**TO: WIOA Applicants, Participants, Staff, Subrecipients,  
and Other Interested Parties**

You have the right to file a complaint if you feel that a violation of the Workforce Innovation and Opportunity Act, regulations, grants or other agreements has had an adverse effect on you.

All formal complaints must be submitted, in writing, within 180 days of the alleged violation and must contain the following information: 1) Full name, address, and telephone number of person filing complaint; 2) Full name, address, and telephone number of person/agency that complaint is about; 3) Clear and concise statement of facts and dates describing the alleged violation; 4) The provision(s) of the law, regulations, grant, or other agreement believed to have been violated; 5) Grievances or complaints about individuals must indicate how the individual did not comply with the law, regulations, or contract; and 6) The remedy sought by the person filing.

If you need help or have questions about filing a complaint, please contact:

Ms. Reyna Espinoza  
Equal Opportunity Officer  
Merced County Department of Workforce Investment  
1205 W. 18th Street  
Merced, CA 95340  
(209) 724-2000

The Local Area shall notify all parties of the opportunity to informally resolve the complaint. If the complaint is not resolved informally, the complainant has the right to a hearing within 30 days of filing the complaint. All parties will receive written notice of the hearing at least 10 days prior to the hearing date. A written decision will be mailed to all parties within 60 days of the date the complaint was filed. If a complainant does not receive a written decision within 60 days, or is not satisfied with the decision received, the complainant may file an appeal. The request for an appeal must be submitted, in writing, to:

Equal Employment Opportunity Office  
Employment Development Department  
800 Capitol Mall, MIC 49  
Sacramento, CA 94280-0001

I have received the information on both sides of this form. It has been reviewed with me and I understand it.

\_\_\_\_\_  
Signature of Customer

\_\_\_\_\_  
Date

**STRIVING FOR EXCELLENCE**



**DEPARTMENT OF  
WORKFORCE INVESTMENT**

**David A. Mirrione**  
Director

1205 W. 18<sup>th</sup> Street  
Merced, CA 95340  
(209) 724-2000  
(209) 725-3592 Fax  
[www.co.merced.ca.us/wi](http://www.co.merced.ca.us/wi)

**EQUAL OPPORTUNITY IS THE LAW**

Equal Opportunity Employer

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; 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 (WIOA)*, 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 recipient's Equal Opportunity Officer, Reyna Espinoza, 1205 W. 18<sup>th</sup> Street, Merced, CA 95340, (209) 724-2000 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).

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 CRC (see the 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*.

Customer's Initials: \_\_\_\_\_

**STRIVING FOR EXCELLENCE**