A proud partner of the AmericanJobCenter network

Job Center Complaints and Appeals Process

Wisconsin Job Center customers and contractors have the right to enter into the complaint process to resolve grievances.

- Complaints must be filed within 1 year of the alleged violation.
- Discrimination complaints must be filed within 180 days from the alleged discriminatory act (may be extended for good cause).
- The complainant will be protected from retaliation.
- The complainant is permitted to have a translator, interpreter, reader and/or a representative of his/her choice during the complaint process.

COMPLAINTS INVOLVING DISCRIMINATION

Federal civil rights laws prohibit discrimination of members, applicants, enrollees, and beneficiaries in any programs and activities that receive Federal financial assistance that are run by State agencies (DHS/DCF/DWD) directly or by its partners, local agencies and contractors. Those laws prohibit recipients and subrecipients of Federal financial assistance from discriminating on the basis of race, color, national origin, sex, age, disability, and, in some programs, religious creed or political affiliation or beliefs, in their programs or activities, and in retaliating or engaging in reprisals against for opposing discrimination. If an applicant or participant is wrongfully denied services, or if the treatment received was separate or different than what others received, or if the program was not accessible to the applicant or participant, and it is believed it was because of one or more of these protected bases, it may be discrimination. The precise nondiscrimination requirements depend on which Federal agency funds the program or activity.

- Complaints may be filed at the respective Local, State or Federal Program Department.
- The Local/State/Federal Department has 90 calendars days to process the initial complaint.
- If you do not receive a response or if you are dissatisfied with the response from the Local or State Department, you may file your complaint with the Federal Civil Rights Center within the next 30 days. See regulations for specific timelines. See “Appeals Process” below for contact information.

Local Complaint Process:

1. Equal Opportunity Officer/ LEP Coordinator. Amanda Gohde at 715-645-7042 or via email at Amanda.Gohde@NorthwoodTech.edu; 1900 College Drive, Rice Lake WI 54868 Deaf, hard of hearing, or speech impaired callers may contact us through Wisconsin Relay Services 711 (800-947-3529).

   The complaint should contain the following information:

   a. The full name, telephone number (if any) and address of the person(s) or organization(s) making the complaint;
   b. The full name and address of the respondent (person or organization) against whom the complaint is made;
   c. A clear and concise statement of the facts, including pertinent dates, constituting the alleged violation;
   d. The provisions of the Act, regulations, grant or other agreements under the Act believe to have been violated;
   e. Disclosure of whether the complaint has been filed with any other jurisdiction and whether these other proceedings have been commenced or concluded, including dates, authorities and other pertinent information.

f. The complaint should be sufficiently complete and precise to be evaluated on the basis of information provided in the complaint itself.

2. The complainant will be contacted by the appropriate Program Director/Supervisor within 5 calendar days either by phone, letter or email acknowledging receipt and explaining the process.

3. The Program Director/Supervisor will render a decision within 15 calendar days of the filing date. If an extension is needed, the complainant will be notified.

4. If the Program Director/Supervisor's decision does not resolve the complaint or upon request of the complainant, the complainant may request a formal hearing by the CEO of the local Workforce Development Board.

5. A formal hearing will be conducted by the WDB CEO within 20 calendar days upon receiving the request for a formal hearing. The complainant, respondent and other necessary parties will receive written notice of the date, time and place of the hearing, how the hearing will be conducted, issues to be decided, and any other items of notification required by the regulations.
   The complainant has a right to be represented by an attorney or other representative.
   The complainant may amend the complaint or withdraw it in writing prior to the hearing. The complainant and/or CEO may request rescheduling of the hearing for a reasonable cause.
   The CEO will conduct the hearing observing due process to ensure fairness.
   The CEO will attempt to resolve issues before the hearing ends
   A written decision will be rendered by the CEO within sixty (60) calendar days of the complaint filing date.

Appeal Process:

1. The complainant may appeal by letter to the respective State Program Department:
   a. When an adverse decision is reached within 60 days, an appeal can be filed within 10 days after the decision was received.
   b. When a decision is not received within the 60 days, an appeal can be filed within 15 days after the decision was due.
   - WI Department of Children and Families, PO Box 8916, Madison, WI 53708-8916 / Voice: 608-422-6889 / TTY: 800-864-4585 / Website Guide: DCF Complaint https://dcf.wisconsin.gov/civilrights/complaint- procedures
   - WI Department of Health Services, Civil Rights Compliance Office, PO Box 7850, Madison, WI 53707 / Voice: 608-266-1258 / TTY: 1-800-947-3529 / Email: DHSCRC@dhs.wisconsin.gov / Website Guide: DHS Complaint http://dhs.wisconsin.gov/civilrights/index.htm
   - WI Department of Workforce Development, Equal Opportunity Officer, PO Box 7972, Madison, WI 53707 / Voice: 608-266-6889 / TTY: 1-800-947-3529 / Email: david2.duran@dwd.wisconsin.gov / Website Guide: DWD Complaint https://dwd.wisconsin.gov/det/civil_rights/complaints.htm

2. The complainant may appeal a state-level decision or failure of the state to issue a decision to the Federal Department within 30 days of the receipt of the decision or the date the decision is due (see Departments for more guidelines).
   Appeals must be submitted by letter to the respective Federal Program Department:
   - US Department of Health and Human Services, Office for Civil Rights, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201 / Voice: 800-368-1010 / TDD: 800-537-7697 / Online complaint portal: https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf

- US Department of Agriculture, Director of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250 / Voice: 866-632-9992 / Relay: 866-377-8642
- US Department of Labor, Civil Rights Center, 200 Constitution Avenue, NW, Room N-4123, Washington, D.C. 20210 / Voice: 202-693-6505

COMPLAINTS INVOLVING CRIMINAL FRAUD, WASTE, ABUSE OR OTHER CRIMINAL ACTIVITY

Report criminal fraud, waste, abuse or other criminal activity by Program:

- US Department of Labor, Office of Inspector General, Hotline Form (www.oig.dol.gov/hotlineform) / Hotline telephone number: 1-800-347-3756 / Mail address: Office of Inspector General, DOL, 200 Constitution Avenue, N.W., Room S-5506, Washington, D.C. 20210.
- US Department of Health and Human Services, Office of Inspector General, ATTN: OIG Hotline Operations, PO Box 23489, Washington DC 20026 / Phone: 800-447-8477 / TTY: 800-377-4950 / https://oig.hhs.gov/fraud/report-fraud/
- US Department of Agriculture, Office of Inspector General, PO Box 23399, Washington DC 20026 / Phone: 800-424-9121 / TTY: 202-690-1202 / https://www.usda.gov/oig/hotline.htm

The West Central Wisconsin Workforce Development Board is an equal opportunity employer and service provider. If you need information in an alternative format or in a different language (free of charge) please contact our Equal Opportunity Officer, Amanda Gohde at 715-645-7042 or via email at Amanda.Gohde@NorthwoodTech.edu. Deaf, hard of hearing, or speech impaired callers may contact us through Wisconsin Relay Services 711 (800-947-3529).

Approved WDB Exec 10-11-18; Reviewed 3/23/2021 Updated 5/26

West Central WI Workforce Development Board BABEL NOTICE

IMPORTANT! This document contains important information about your rights, responsibilities, and/or benefits. It is critical that you understand the information in this document, and we will provide the information in your preferred language at no cost to you. Call 715-645-7042 or WI Relay 711 or 800-947-3529 for assistance in the translation and understanding of the information in this document.

Spanish ¡IMPORTANTE! Este documento contiene información importante sobre sus derechos, responsabilidades y/o beneficios. Es importante que usted entienda la información en este documento. Nosotros le podemos ofrecer la información en el idioma de su preferencia sin costo alguno para usted. Llame al 715-645-7042 or WI Relay 711 or 800-947-3529 para pedir asistencia en traducir y entender la información en este documento.

Chinese - Traditional 重要須知！本文件包含重要資訊，事關您的權利、責任，和／或福利。請您務必理解本 文件所含資訊，而我們也將使用您偏好的語言，無償為您提供資訊。請致電 715-645-7042 or WI Relay 711 or 800-947-3529 洽詢翻譯及理解本文件資訊方面的協助。

Vietnamese LƯU Ý QUAN TRỌNG! Tài liệu này chứa thông tin quan trọng về quyền hạn, trách nhiệm và/hoặc quyền lợi của quý vị. Việc hiểu rõ thông tin trong tài liệu này là rất quan trọng, và chúng tôi sẽ cung cấp miễn phí cho quý vị thông tin này bằng ngôn ngữ mà quý vị ưa dùng. Hãy gọi 715-645-7042 or WI Relay 711 or 800-947-3529 để được hỗ trợ về việc thông dịch và hiểu thông tin trong tài liệu này.

Tagalog MAHALAGA! Naglalaman ang dokumentong ito ng mahalagang impormasyon tungkol sa iyong mga karapatan, responsibilidad at/o benepisyo. Napakahalaga na nauunawaan mo ang impormasyong nakapaloob sa dokumentong ito, at ibibigay namin nang libre ang

impormasyon sa pinili mong wika. Tumawag sa 715-645-7042 or WI Relay 711 or 800-947-3529 upang humingi ng tulong sa pagsasalingwika at pag-unawa sa impormasyong nasa dokumentong ito.

French IMPORTANT! Le présent document contient des informations importantes sur vos droits, vos responsabilités et/ou vos avantages. Il est essentiel que vous compreniez les informations figurant dans ce document, et nous vous fournirons gratuitement les informations dans la langue de votre choix. Appelez au 715-645-7042 or WI Relay 711 or 800-947-3529 pour obtenir de l'aide pour la traduction et la compréhension des informations contenues dans le présent document.

Haitian Creole ENPÒTAN! Dokiman sa a gen enfòmasyon enpòtan ladan konsènan dwa, responsablite ak/oswa avantaj ou yo. Li ap vrèman enpòtan pou ou konprann enfòmasyon yo ki nan dokiman sa a, epi n ap ba ou enfòmasyon sa yo nan lang ou prefere a gratis. Rele 715-645-7042 or WI Relay 711 or 800-947-3529 pou jwenn asistans pou tradui ak pou konprann enfòmasyon ki nan dokiman sa a.

Portuguese IMPORTANTE! Este documento contém informações importantes sobre os seus direitos, responsabilidades e/ou benefícios. É essencial que compreenda as informações constantes neste documento, as quais disponibilizaremos, gratuitamente, na língua à sua escolha. Contacte o número 715-645-7042 or WI Relay 711 or 800-947-3529 para solicitar ajuda para traduzir e compreender as informações contidas neste documento.

Russian ВАЖНО! В настоящем документе содержится важная информация о ваших правах, обязанностях и/или преимуществах. Крайне важно, чтобы вы поняли информацию, содержащуюся в данном документе, а мы бесплатно предоставим вам эту информацию на выбранном вами языке. Позвоните по телефону 715-645-7042 or WI Relay 711 or 800-947-3529 для получения помощи в переводе и понимании информации, содержащейся в данном документе.

Korean 중요! 본 문서는 귀하의 권리, 책임 및/또는 이익에 관한 중요한 정보를 포함하고 있습니다. 귀하가 본 문서에 있는 정보를 이해하는 것은 대단히 중요하며, 귀하가 원하는 언어로 정보를 제공받으실 수 있습니다. 715-645-7042 or WI Relay 711 or 800-947-3529 로 전화하여 본 문서에 있는 정보의 번역 및 이해를 위해 도움받으시길 바랍니다.

Hmong Tseem Ceeb heev! Daim ntawv tseem ceeb no muaj koj txoj cia, tes haujlwm uas yuav ua thiab/los yog kev pab cuam. Nws yog tseem ceeb heev uas koj yuav tau paub txog daim ntawv no, thiab peb yuav pab nrhiav koj cov lus rau koj uas tsis tau them nyiaj. Hu rau 715-645-7042 or WI Relay 711 or 800-947-3529 rau kev pab txhais lus kom to taub daim ntawv no.

Somali MUHIIM AH! Warqadan waxaa ku jira macluumaad muhiim ah oo ku saabsan xuquuqdaada, masuuliyadahaaga, iyo/manaafacaadkaaga. Waa muhiim in aad fahamtid macluumaadka ku yaala warqadan, iyo waxa kale oo aan ku siin doonaa macluumaad luuqadda aad doorbideyso oo aynan kaaga baxeynin wax lacag ah. Wac 715-645-7042 or WI Relay 711 or 800-947-3529 si laguu caawiyo tarjumada iyo fahamka macluumaad waraqadan.