



## COMPLAINT INFORMATION FORM

It is against the law for CareerSource Citrus Levy Marion as a recipient of financial assistance under Title I of the Workforce Innovation and Opportunity Act (WIOA), to discriminate on the basis of race, color, marital status, religion, sex, national origin, age, disability, veteran status, political affiliation or belief. It is also against the law for CareerSource Citrus Levy Marion to discriminate against any beneficiary of Federally financially assisted programs on the basis of the beneficiary's citizenship/ status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIOA Title I financially assisted program or activity. CareerSource Citrus Levy Marion prohibits such unlawful discrimination as deciding who will be admitted, or have access, to any WIOA Title I-funded 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. CareerSource Citrus Levy Marion provides you with useful, easy-to-access services which result in a successful job search or career transition. Assuring equal opportunity in every program, service and benefit is essential to fulfilling our mission.

If you feel you have been adversely affected by a decision or action made by CareerSource personnel and have discussed the matter with the Center Manager, you have the right to file a written grievance/complaint to CareerSource Citrus Levy Marion's Equal Opportunity Officer - Contact Information: Iris Pozo, EOO, CareerSource Citrus Levy Marion, 3003 SW College Road Suite 205, Ocala, FL 34474, (352) 873-7939 -- or directly to the Department of Economic Opportunity. Information on filing a grievance/complaint can be obtained from the CareerSource Citrus Levy Marion's Equal Opportunity Officer. After the opportunity for a hearing (within 60 days after formal filing), if you are dissatisfied, you may appeal to the Department of Economic Opportunity, Office of Civil Rights, 107 East Madison Street- MSC 150, Tallahassee, FL 32399.

If you think that you have, or someone else has, been subjected to discrimination by CareerSource Citrus Levy Marion on one of the basis listed above, you may file a complaint within 180 days from the date of the alleged violation with either the CareerSource Citrus Levy Marion or the U.S. Department of Labor's Civil Rights Center (CRC). If you have missed this deadline and think you have good cause for filing late, you must explain the circumstances and request an extension from the Director of CRC at the address listed below. The Director will determine whether you have proven good cause for an extension and notify you of his/her determination. You may also contact the Local EO Officer for other complaint investigative authorities and their reporting deadlines.

To file a complaint, you may use this Complaint Information Form, or send the information listed on this form, in writing, either to CareerSource Citrus Levy Marion, DEO or USDOL. To file the complaint with CareerSource Citrus Levy Marion, send it to CareerSource Citrus Levy Marion, 3003 SW College Rd, Suite 205, Ocala, FL 34474, Attn: Iris Pozo, Equal Opportunity Officer. To file a complaint with CRC, send it to Director, Civil Rights Center, U.S. Department of Labor, 200 Constitution Ave NW, Room N-4123, Washington, DC 20210 (You may obtain a CRC complaint form electronically through their website at <http://www.dol.gov/oasam/programs/crc/complaint.htm>.) To file with DEO, send to Department of Economic Opportunity, Office of Civil Rights, 107 East Madison Street - MSC 150, Tallahassee, FL 32399. You may also contact the Local EO Officer for other complaint investigative authorities and their reporting deadlines.

### Complainant Information: NAME:

Mailing Address:	Email Address:
Home Phone Number:	When is it a convenient time during business hours (8am to 5pm) to contact you by phone about this complaint? Day: Mon      Tues      Wed      Thurs      Fri

CareerSource Citrus Levy Marion is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers listed above may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711. If you need accommodations, please call 352-840-5700, ext. 7878 or e-mail accommodations@careersourceclm.com at least three business days in advance. Additionally, program information may be made available in Spanish upon request. A proud partner of the American Job Center Network.

Work Phone Number:

Time:

Phone:

Please provide the name and address of the person or organization involved.

Name:

Address:

Explain as briefly and clearly as possible what happened. Please give the name and contact information for any person that witnessed the events you described above. Also attach any written material that relates to the events you are describing.

Date of occurrence: \_\_\_\_\_

Please explain the remedy that you are seeking.

Place initials as appropriate.

\_\_\_\_\_ I give permission for my identity to be divulged if necessary for the purpose of gathering information in order to bring resolution to this complaint.

\_\_\_\_\_ I do not want my identity revealed.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

You must sign this form for your complaint to be processed!

**For CareerSource Citrus Levy Marion Use Only**

Complaint No: \_\_\_\_\_