

## APPLICANT AND PARTICIPANT RIGHTS POLICY

### ***FOR MORE INFORMATION OR FOR HELP:***

For a complete copy of AJCC's Policy and Procedures on WIOA Program Complaints or for assistance with filing a grievance, contact **Ruby Soto**, AJCC Grievance Officer, at (831) 637-3265.

### ***YOUR RIGHTS - WIOA PROGRAM LAWS AND REGULATIONS***

If you believe there has been a violation of the Workforce Innovation and Opportunity Act regulations or grants and agreements under the Act aside from discrimination, contact the AJCC Grievance Officer. **Note:** Only complaints about violations of specific sections of law, regulation or grant agreements can be filed under this process. Generally speaking, all complaints must be filed in writing with the AJCC Grievance Officer within one year of the alleged violation of the WIOA Act. You have the right to receive technical assistance when filing a grievance. (See reverse for discrimination complaints.)

To file a grievance or complaint other than discrimination:

1. Present your complaint to the person in charge of the agency or company with which you have the grievance with the purpose of obtaining a resolution to the problem.
2. If you are not satisfied with the agency or company's resolution, present your complaint to AJCC's Grievance Officer who will attempt to resolve it informally within five (5) working days.
3. If you are not satisfied with the informal resolution, you may present your complaint in writing to AJCC's Grievance Officer who will set up a formal hearing to which both you and the respondent may bring representation. The complaint should give your name, address and phone and the name and address of the agency which you are complaining about, a description of the facts including dates, the alleged violation and the provisions of the law or regulations which were violated (if known), and the remedy you seek. The complaint should be addressed to:

*AJCC Grievance Officer  
1111 San Felipe Road, Suite 107  
Hollister, CA 95023*

4. All such complaints and grievances must be filed within one year of the alleged occurrence, except for allegations of waste, fraud, abuse or criminal activity.
5. If you are not satisfied with the formal resolution, you may present your complaint in writing to:

*State of California, EDD  
Chief  
Compliance Resolution Division  
MIC22M  
P.O. Box 826880  
Sacramento, CA 94280-0001*

## NON-DISCRIMINATION POLICY

**FOR MORE INFORMATION OR FOR HELP:**

For a complete copy of AJCC's Policy and Procedures on Discrimination Complaints or for assistance with filing a discrimination complaint, contact **Ruby Soto**, AJCC Equal Opportunity Officer, at (831) 637-3265.

### **EQUAL OPPORTUNITY IS THE LAW**

As a recipient of federal funds, it is against the law for AJCC and its subrecipients, including training agencies, 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.

NOVA 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 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:

AJCC's Equal Opportunity Officer (or the person designated for this purpose), 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 AJCC, you must wait either until AJCC 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 above). If AJCC does not give you with a written decision within 90 days of filing your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CNC 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 AJCC). If you are dissatisfied with AJCC's decision or resolution of your complaint, 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.

We encourage you to present your complaint to the person in charge of the agency or company in which you believe to have discriminated with the purpose of obtaining a resolution to the problem. If you are not satisfied with the informal resolution, you may present your complaint in writing to AJCC's Equal Opportunity Officer or to the Civil Rights Center (CRC) as noted above. AJCC's address is:

AJCC Equal Opportunity Officer, 1111 San Felipe Road, Suite 107, Hollister, CA 95023