



## EO Notice and Grievance/Complaint Procedure Acknowledgment

### EQUAL OPPORTUNITY NOTICE

**Equal Opportunity Is the Law:** It is against the law for EMI (EMI) 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.

EMI 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.

EMI 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-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Carrie Hersh  
Equal Opportunity Officer  
[Carrie.Hersh@employmilwaukee.org](mailto:Carrie.Hersh@employmilwaukee.org)  
Employ Milwaukee  
1322 N. 8th St  
Milwaukee, WI 53205  
(414) 270-1726; TRS Relay Number 711

OR

Susana Vazquez-Garcia  
Equal Opportunity Officer  
[DETEOContact@dwd.wisconsin.gov](mailto:DETEOContact@dwd.wisconsin.gov)  
WI Dept. of Workforce Development  
201 E. Washington Ave, PO Box 7972  
Madison, WI 53707  
(608) 405-4067; 711 (TRS Relay Number)

OR

Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.

If you file your complaint with EMI, you must wait either until EMI 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 EMI does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may then file a complaint with CRC. However, you must file your CRC complaint no later than 30 days after the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with EMI). If EMI 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.



## RIGHTS AND NOTICES

### GRIEVANCE PROCEDURE

#### I. Procedures for Complaints of a Noncriminal Nature

Under WIOA law, and other funding sources as may be applicable, you have rights as a program applicant, participant, or employee. If you believe your rights have been violated, program regulations have not been adhered to, or you have been discriminated against, then you have the right to file a complaint.

#### A. Complaints Must Be in Writing and Should Include the Following Information

1. Your name, address, and telephone number.
2. The name, address, and telephone number of the person or agency the complaint is against.
3. A clear and concise statement of the facts, including dates, constituting the alleged violation.
4. The parts of the program regulations that you believe were violated (where known).
5. Whether you have filed this complaint with any other authority, and if so, with whom.
6. What resolution would be acceptable to you.

#### B. Complaints Which Do Not Involve Discrimination

Your written complaint should be directed to the Complaint Officer of the service or training provider or work site and must be filed within one year after the alleged violation took place.

After the complaint is properly filed, it will be investigated. After the investigation is completed, you will have the opportunity to discuss the findings and hopefully be able to resolve your complaint through informal channels. If you are not satisfied with the result of the informal resolution process, you have the right to a fair hearing. The hearing must be requested no later than the 15th day from the initial filing date of your written complaint.

The request for a hearing must be made in writing and include a copy of the complaint and the reasons you are not satisfied with the way your service or training provider or work site has resolved your complaint. It should be sent to:

Carrie Hersh – EO Officer/Complaint Officer  
Employ Milwaukee  
1322 N. 8th St.  
Milwaukee, WI 53205  
[Carrie.hersh@employmilwaukee.org](mailto:Carrie.hersh@employmilwaukee.org)  
(414) 270-1726, TRS Relay Number 711

After you request a hearing, it will be scheduled within two weeks. A final decision on your cases must be granted within 60 days from the initial filing of your complaint.



## RIGHTS AND NOTICES

### Complaints Which Allege Discrimination

If you think that you have been subjected to discrimination under a WIOA program or activity, you may file a complaint within 180 days from the date of the alleged violation with Employ Milwaukee and/or directly with:

Susana Vazquez-Garcia, Equal Opportunity Officer OR Director – Civil Rights Center (CRC)  
Wisconsin Dept. of Workforce Development ATTN: Office of External Enforcement  
201 East Washington Avenue, Room G100 U.S. Department of Labor  
P.O. Box 7972 200 Constitution Avenue NW, Room N-4123  
Madison, WI 53707-7972 Washington, D.C. 20210  
(608) 405-4067 (voice);711 (TRS Relay Number)  
DETEOCONTACT@dwd.wisconsin.gov

AND/OR

Carrie Hersh – EO Officer/Complaint Officer  
Employ Milwaukee  
1322 N. 8<sup>th</sup> St.  
Milwaukee, WI 53205

[Carrie.hersh@employmilwaukee.org](mailto:Carrie.hersh@employmilwaukee.org)  
(414) 270-1726, TDS Relay Number 711

A discrimination complaint may be cross-filed with the Equal Rights Division (ERD) of the Department of Workforce Development. If the discrimination is based on the Wisconsin Fair Employment Statutes, it must be filed with the ERD within 300 days after the alleged discrimination took place. It is important to note that the Wisconsin Fair Employment Statutes recognize protected classes in addition to those covered by federal Civil Rights Statutes, such as marital status, sexual orientation, source of income, etc. To file your complaint with the ERD, contact:

Wisconsin Department of Workforce Development  
Equal Rights Division  
819 N Sixth Street – Room 255  
Milwaukee, WI 53203  
(414) 227-4384 (voice)  
(414) 227-4081 (TTY)

### II. Procedures for Complaints Alleging Incidents of Fraud and Abuse Violations of DWD Grants

You may request a Wisconsin WIOA Fraud and Abuse Incident Report from Carrie Hersh Complaint Officer, Employ Milwaukee, 414 270-1726, or if you fear reprisal or that your position may be compromised you may contact the Federal Office of Inspector General Hotline toll-free (800) 347-3756, or you may call the Wisconsin Department of Workforce Development at (608) 266-9487.

**I, the undersigned, have read, understood, had the opportunity ask questions and received a copy of the EMI EO Notice and Grievance/Complaint Procedure Acknowledgment.**

Applicant/Participant Printed Name	Applicant Date of Birth
Applicant/Participant Signature	Date Signed



## RIGHTS AND NOTICES

Employ Milwaukee is an Equal Opportunity Employer and Service Provider. Auxiliary aids and services are available upon request to individuals with disabilities. If you need this information interpreted to a language you understand or in a different format at no cost to you, please contact Carrie Hersh, Equal Opportunity Officer, at 414-270-1726 or [Carrie.Hersh@EmployMilwaukee.org](mailto:Carrie.Hersh@EmployMilwaukee.org). Callers who are deaf or hearing or speech-impaired may reach us at Wisconsin Relay Number 711.

**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 (414)-270-1726** for assistance in the translation and understanding of the information in this document.

**¡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 (414)-270-1726** para pedir asistencia en traducir y entender la información en este documento.

**TSEEM CEEB!** Daim ntawv no muaj ib **cov lus tseem ceeb** qhia paub txog koj cov cai, cov luag hauj lwm thiab/los yog cov kev pab. Nws yog ib qho tseem ceeb uas koj yuav tau to taub cov lus nyob hauv daim ntawv no, thiab peb yuav muab tau cov lus no txhais ua koj hom lus yam koj tsis tau them nyiaj dab tsi. **Hu rau (414)-270-1726** yog xav tau kev pab kom muab cov lus nyob hauv daim ntawv no txhais rau koj kom koj to taub.