



SUMMARY AND NOTICE OF COMPLAINT PROCEDURE (WIOA)

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 summary of the necessary steps to file a complaint follows.**

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.

Complaints Which Do Not Involve Discrimination

Your written complaint should be directed to the Complaint Officer where you work or where you receive training services 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 work site or training agency has resolved your complaint. It should be sent to:

Elizabeth Tyson - Jankowski, Complaint Officer
Employ Milwaukee
2342 North 27th Street
Milwaukee, WI 53210
(414) 270-1759 (voice) / 711 (for hearing impaired)

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.

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:

David Duran
Wisconsin Dept. of Workforce Development
201 East Washington Avenue, Room G100
P.O. Box 7972
Madison, WI 53707-7972
(608) 266-6889 (voice)
(866) 275-1165 (TTY)

OR

Director – Civil Rights Center (CRC)
ATTN: Office of External Enforcement
U.S. Department of Labor
200 Constitution Avenue NW Room N-4123
Washington, D.C. 20210

OR

Elizabeth Tyson - Jankowski, Complaint Officer
Employ Milwaukee
2342 N. 27th Street
Milwaukee, WI 53210
(414) 270-1759 (voice)
711 (Relay Service for hearing impaired)

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:

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

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 Elizabeth Tyson - Jankowski, Complaint Officer, Employ Milwaukee, 414 270-1767, 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, Angela M. Vasquez, at (608) 266-9487.**