

(English)

## WIA COMPLAINTS/GRIEVANCES

BTEP is required to comply with the provisions of the WIA law, its regulations, grants or other agreements. If you have a complaint or grievance resulting from an interaction at a Career Center you may contact the Center Director to arrange an informal resolution. If a resolution cannot be agreed upon or you have a complaint or grievance about the WIA Title I program(s) or activities which do not involve questions of equal opportunity or criminal activity, you may file a complaint within one year from the date the alleged violation with the BTEP's Grievance Officer:

**Dan Collins, AA/EO Officer (BTEP)**  
**Berkshire Training & Employment Program**  
**160 North Street**  
**Pittsfield, MA 01201**

A hearing on the grievance shall be conducted with 30 days after the filing of the grievance and a decision shall be made no later than 60 days after the grievance is filed. If BTEP does not provide a decision within 60 days, you may request a review by the **Division of Career Services/Division of Unemployment Assistance** within 15 days of the date you were entitled a decision. If you are dissatisfied with BTEP's decision, within 10 days of receipt of the decision, you may request a review by the DET Staff Monitor Advocate:

**Laurence C. Jones, III, Director of Civil Rights**  
**Commonwealth's WIA EEO Officer**  
**Division of Career Services/Division of Unemployment Assistance**  
**19 Staniford Street**  
**Boston, MA 02114**

If you do not receive a decision by the DET Staff Monitor Advocate within 30 days, within 15 days of the date you were entitled to a decision you may request a review by the U.S. Department of Labor:

**U.S. Department of Labor, Region I**  
**Employment and Training Administration**  
**One Congress Street**  
**Boston, MA 02203**

Verizon Telephone Relay Service  
TDD/TTY: **1-800-439-2370** Voice: **1-800-439-0183**

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## CRIMINAL COMPLAINTS

All information and complaints involving fraud, waste, abuse or criminal activity shall be reported directly and immediately to the United States Department of Labor's Office of the Inspector General, Office of Investigation, 200 Constitution Avenue, Room S-5514, Washington, DC 20210 or call **1-800-347-3756**.

## **EQUAL OPPORTUNITY IS THE LAW**

It is against the law for this recipient of Federal financial assistance to discriminate on the following basis:

Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief. Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), 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 WIA Title-I financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

Deciding who will be admitted, or have access, to any WIA Title I-financially assisted program or activity; Providing opportunities in, or treating any person with regard to, such program or activity; or Making employment decisions in the administration of, or in connection with, such a program or activity.

### **WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION**

If you think you have been subjected to discrimination under a WIA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

The recipient's Equal Opportunity Officer (or the person whom the recipient has 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.

If you file your complaint with the recipient, you must wait either until the recipient 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 the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with the CRC. However, you must file your CRC 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 the recipient). If the recipient does not 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 the CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

### **FOR INFORMATION OR TO FILE A COMPLAINT, CONTACT**

Dan Collins  
AA/EO Officer  
Berkshire Training & Employment  
Program  
160 North Street  
Pittsfield, MA 01201  
  
**(413)-499-2220 x122**

Director  
Civil Rights Center (CRC)  
U.S. Department of Labor  
  
200 Constitution Avenue NW  
Room N-4123  
Washington, DC 20210  
**(202) 219-8927**

Verizon Telephone Relay Service: TDD/TTY: **1-800-439-2370** P Voice: **1-800-439-0183**  
Auxiliary aids and services are available upon request to individuals with disabilities  
Equal Opportunity Employer/ Program