

Customer Acknowledgement Form for Complaint, Grievance and Whistle Blower Protection Procedures

Filing “complaints” differs from filing “grievances,” therefore, these are shown separately while the hearing/appeal procedure will be the same for both and is shown below the filing procedures.

Complaint Filing Procedures: If you as a customer feel that your rights are being violated due to an act of discrimination based on race, color, religion, sex, national origin, age, disability, political affiliation or belief, marital status, genetic information, or for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a Workforce Innovation and Opportunities Act (WIOA) Title I-financially assisted program or activity, you may file a complaint letter within 180 days of the alleged occurrence with:

Equal Opportunity (EO) Officer
CareerSource Palm Beach County
3400 Belvedere Road, West Palm Beach, FL 33406
Phone: 561-340-1060, ext. 2362

or

The Office of Civil Rights/FloridaCommerce
Caldwell Building – MSC 150
107 East Madison Street Tallahassee, FL 32399-4129
Phone: 850-921-3205 Fax: 850-921-3122
E-mail: civil.rights@commerce.fl.gov TTY – Florida Relay (FRS): 711

See *Hearing Procedures below*. If a written Notice of Final Action has not been issued within 90 days, you may wish to file with:

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

Grievance Filing Procedures: If you as a customer have a problem that arises in connection to a program operated by CareerSource Palm Beach County (CSPBC) or by a service provider of CSPBC, you should discuss the matter with your workforce representative. If the problem cannot be resolved, you should then discuss the problem with the Supervisor. If you feel the problem has still not been resolved, you may file a letter of grievance with:

Manager, Compliance Training and Monitoring (Grievance Officer)
CareerSource Palm Beach County
3400 Belvedere Road, West Palm Beach, FL 33406

Hearing Procedures for Complaints and Grievances: If the grievance/complaint cannot be resolved informally, then the EO Officer or Grievance Officer will designate a Hearing Officer(s), schedule a hearing, and notify you by certified mail, return receipt, at a minimum of 15 calendar days prior to the hearing. The hearing notice shall advise you of the following:

- The date, time, and place of the hearing.

- The pertinent sections of the federal regulations involved.
- You may present witnesses or documentary evidence at the hearing.
- You may be represented at the hearing by an attorney or other representative; and
- All parties will receive the decision within 60 calendar days from receipt of your complaint or grievance.

The hearing shall be held and a decision issued within 60 calendar days of receipt of your complaint or grievance. If you are dissatisfied with or have been adversely affected by the decision or if a decision has not been issued within the sixty (60) calendar day timeframe, then you may file an appeal with:

FloridaCommerce/Office of the General Counsel
107 East Madison Street, Caldwell Building – MSC 110
Tallahassee, FL 32399-4128

Your appeal request shall state the facts, laws, procedures, etc. that you believe to be relevant for review. Your appeal must be filed with FloridaCommerce within thirty (30) calendar days of receipt of CSPBC’s decision or within thirty (30) calendar days after the required 60 calendar day timeframe for CSPBC to act has elapsed. Your request shall include your address where official notices will be mailed. The state can remand the grievance back to CSPBC to hold a hearing or impose other remedies to resolve the grievance.

Whistle Blower Protection Procedures: If you as a customer or program participant who reasonably believes that some policy, practice, or activity of CareerSource Palm Beach County (CSPBC) is in violation of law, you may file a written complaint with:

Executive Director or designee
CareerSource Palm Beach County
3400 Belvedere Road,
West Palm Beach, FL 33406

CSPBC will not retaliate against you, as a customer or program participant who, in good faith, has made a protest or raised a complaint against some practice of CSPBC, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy.

CSPBC will not retaliate against you, as a customer or program participant who discloses or threatens to disclose to a supervisor or a public body any activity, policy, or practice of CSPBC that you reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning health, safety, welfare, or protection of the environment.

As a customer, I certify that I have read and understand the Complaint, Grievance and Whistle Blower Protection Procedures explained above.

Customer: _____
Printed Name
Signature
Date

Parent: _____
(for youth 17 and younger) Printed Name
Signature
Date