



**MIDDLE TENNESSEE LOCAL WORKFORCE INVESTMENT AREA
Equal Employment Opportunity is the LAW**

Customer
Initial _____

This recipient is prohibited from discriminating on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in programs funded under the Workforce Investment Act (WIA), as amended, (WIA), in admission or access to opportunity or treatment in, or employment in the administration of or in connection with, any WIA-Funded program or activity.

If you think you have been subjected to discrimination under a WIA-funded program or activity, you may file a complaint within 180 days from the date of the alleged violation with the recipient's Equal Opportunity Office (or the person designated for this purpose), or you may file a complaint directly with the Director, Civil Rights Center (DCR) at the U.S. Department of Labor (see address below).

If you elect to file your complaint with the recipient, you must wait until the recipient issues a decision or until 60 days have passed, whichever is sooner, before filing with DCR.

If the recipient has not provided you with a written decision within 60 days of the filing of the complaint, you need not wait for a decision to be issued, but may file a complaint with DCR within 30 days of the expiration of the 60-day period.

If you are dissatisfied with the recipient's resolution of your complaint, you may file a complaint with DCR. Such a complaint must be filed within 30 days of the date you received notice of the recipient's proposed solution.

U.S. Department of Labor
Director, Civil Rights Center
200 Constitution Ave., N.W.
Room N-4123
Washington D.C. 20210

Tennessee Department of Labor
EO Officer
Tennessee Department of Labor
and Workforce Development
220 French Landing Drive 4-A
Nashville, TN 37243-1002
(615) 253-1331
(TDD) (615) 532-2879

Recipient – Nashville Career Advancement Center
Coni Caudle, EO Officer
621 Mainstream Dr, Suite 210
Nashville, TN 37228
(615) 862-8890
(TDD) 1-800-848-0298

GRIEVANCE/COMPLAINT PROCEDURES: INFORMATION SHEET

Customer
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If you feel you have a complaint or concern with a program funded through or by, the Middle Tennessee Workforce Investment System, follow these steps:

- Discuss the matter with the agency or organization with which you have a complaint or concern.
- If you are not satisfied with the resolution of your complaint, you may submit your concerns in writing to the Nashville Career Advancement Center, Attention: Finance Director, 621 Mainstream Drive, Suite 210, Nashville, TN 37228. The Management Team must receive your complaint within one (1) year from the date of the alleged occurrence.
- Once the Management Team receives a complaint, you will be notified in writing of the appropriate party that will work with you to resolve your complaint informally or who establish a place, date, and time for a hearing. A decision regarding the complaint shall be made within sixty (60) days from the date the complaint was received by the Management Team. You have the opportunity to appeal any such decision to the Commissioner of the Tennessee Department of Labor and Workforce Development if no decision was reached within the sixty (60) days, or you are not satisfied with the decision. Such request should be made within ten (10) days of the adverse decision or within fifteen (15) days from the date on which the decision should have been made.
- If your complaint alleges a violation of labor standards, you may submit the grievance, after notifying the Management Team, to a binding arbitration procedure, if a collective bargaining agreement covering the parties to the agreement so provides.

I understand that I have a right to file a complaint, and must do so within one (1) year of the alleged occurrence.

RELEASE OF INFORMATION

Customer
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I authorize Nashville Career Advancement Center to release information from my file necessary for enrollment in a training program or in career development. In addition, I give Nashville Career Advancement Center authorization for the release and gathering of information from individuals and institutions pertaining to my employment and/or education. All personal information will remain strictly confidential.

Participant Signature

Date

Witness Signature

Date