

## Northwest Workforce Investment Board

### NONDISCRIMINATION and EQUAL OPPORTUNITY PROVISIONS OF WIA COMPLAINT and GRIEVANCE POLICY

Any person who believes that either he or she, or any specific class of individuals, has been or is being subjected to discrimination prohibited by WIA or this part, may file a written complaint, either by him/herself or through a representative.

Protected Category: Only those complaints filed on the basis of discrimination against a protected category of individuals are subject to processing via the WIA Complaint Guide. These include complaints on the basis of: race, sex, national origin, age, citizenship, political affiliation or belief, color, religion, disability, and participation.

Protected Individuals: Anyone who visits or works in a site where WIA funds are used to support staff, equipment or the facility is protected under the WIA Complaint Guide. This includes WIA staff and customers, partner activities operating within the facility; 4-week reporters, etc. If no WIA funds are used to support an office or if customers at no time have any contact with WIA-funded staff, they are not protected under these procedures.

Protected individuals may file a formal complaint of a protected category with the local, state or Federal Civil Rights Center.

Protected individuals may file formal complaints of a protected category under the State-issued WIA Complaint Guide but will normally be required to exhaust local agency procedures before escalating to the State system.

In the event a formal complaint of a protected category is filed under local agency procedures, notification of such filing must be submitted to the Missouri Career Center EO Officer.

Copies of the Complaint Guide should be distributed to all protected individuals (i.e., staff and customers who have a customer or personal file of any nature) who shall sign an Acknowledgment of Receipt, which receipt shall be retained in the protected individual's file and is subject to State audit.

Availability of Complaint Guide: All full-service or satellite locations where WIA funds are used to support staff, equipment or the facility must stock the State-issued WIA COMPLAINT GUIDE, which may be made available to anyone who visits the site.

#### Equal Access to Services:

##### Limited English Proficiency

The full array of services offered to English-speaking populations must be equally available to non-English speaking populations.

Interpreters or Language Line must be made available to non-English speaking populations as needed to ensure equal access to services.

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Locations with non-English speaking population(s) of 10% or greater must display signs and posters in the language of such populations (Spanish, Asian, etc.)

Signage and posters should be displayed in English and Spanish.

Hearing/Visually Impaired:

The full array of services offered to the general population must be available to hearing-impaired and visually-impaired customers.

Interpreters should be provided/available at the site where services are available to accommodate the needs of impaired customers.

Documentation:

Notification of formal complaints of a protected category filed at the local agency level shall be submitted to the Missouri Career Center EO Officer.

(Required information: complainant name, address, telephone, date complaint was filed, basis of the complaint, description of complaint)

Final resolution and/or disposition and date shall be provided the Missouri Career Center EO Officer once the complaint has been resolved or referred to another level.

The Missouri Career Center EO Officer shall maintain a Discrimination Complaint Log inclusive of all formal complaints reported and/or filed and shall submit same to the State EO Officer.

Grievances that are not filed on the basis of a protected category should be processed in accordance with local agency procedures but no formal report to the Missouri Career Center EO Officer is required. Documentation and a record of disposition should be retained by the local agency.

Designated Missouri Career Center EO Officer:

North Central Missouri College  
Donna Callihan, HR Director  
1301 Main Street, Trenton, MO 64683  
Phone: 800/880-6180 Ext. 1502