

## Operational Policy NO. OP-402, Change 2

**Subject: WIA Participant Notification of Civil Rights and  
Complaint/Grievance Notification**  
**Effective: PY07 – 03/06/2008**

### BACKGROUND:

Any customer who utilizes the services of the New Mexico Workforce Connection (NMWC) Business and Career Center must not be discriminated against, or denied benefits to which they are entitled because of race, color, religion, gender, sexual orientation, national origin, age, disability, political affiliation or belief; and 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 and WIA Title I – financially assisted program or activity; nor may reprisals be permitted for filing a grievance, testifying, or agreeing to testify in any investigation or proceeding related to the NMWC Business and Career Center.

The NMWC Business and Career Center staff 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 a program activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

### POLICY:

Any customer who feels that they have been discriminated against, or denied equal opportunity should seek resolution by filing a NMWC Civil Rights Complaint /Grievance Form (Attachment A). This form should be given to any customer who expresses a desire to file a complaint. Normal procedure calls for the complainant to complete this form, and return it to any staff member of the NMWC Business and Career Center. If the complainant requires assistance in the completion of this form, any staff member will provide this assistance to the best of their ability.

The purpose of Attachment A is to gather as much pertinent information as possible in regard to the complaint. If for any reason it is not practical to have a complaint form completed, the complainant will be advised they will be mailed the policy and a complaint form to complete and return to the NMWC.

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 the NMWC Business and Career Center Site Manager; **OR** WIA Administrator, 809 Copper NW, Albuquerque, NM 87102 (505)247-1750. You will receive a Notice of Final Action within **90** days from receipt of the complaint by the Site Manager or WIA Administrator. Following the **90 Day** period, if you have not received written Notice

of Final Action or don't agree with the decision from the Site Manager or WIA Administrator, you have **30 days** to file your complaint with the Director, of the Civil Rights Center (CRC), U.S. Department of Labor 200 Constitution Avenue NW, Room N-4123 Washington, DC 20210.

**APPLICABILITY:**

This policy is applicable to all partners providing services at the NMWC Business and Career Centers.

**INQUIRIES:**

WIA Manager 505-247-1750