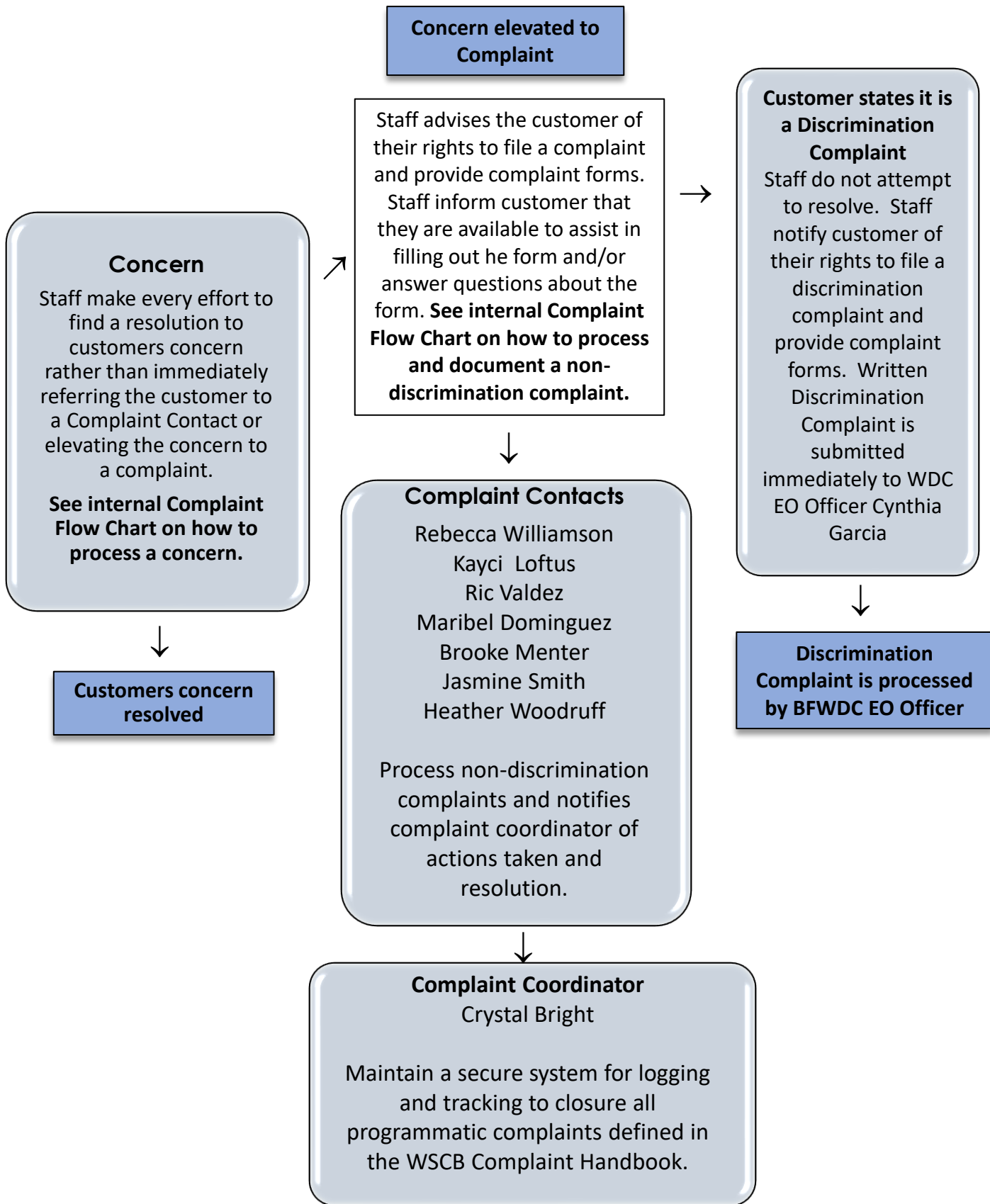


**COORDINATED CONCERN AND COMPLAINT RESOLUTION PROCESS**



# Additional Guidance

## What is a Concern?

- A Concern is any verbal expression of dissatisfaction or any written expression of dissatisfaction other than alleged violations of program or non-discrimination rules or laws. Concerns must be referred but do not require the same formal process as a complaint.

## What is a Programmatic Complaint?

- Programmatic complaints are those which allege unfair treatment by Wagner-Peyser, WIOA, or TAA programs but do not allege discrimination.
- All programmatic complaints must be filed within one year of the alleged date of incident.

**Example:** Customer wants to file a complaint because he/she did not get enrolled in a program due to not meeting program eligibility criteria.

## What is a WSCB Discrimination Complaint?

- It is against the law for this recipient of Federal financial assistance to discriminate on the following bases: against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA 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 WIOA Title I—financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity. Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

## Directions for filing a non-WSCB Discrimination Complaint

If a customer tells you they are feeling discriminated against by their employer, give them their rights to file a complaint with:

- Washington State Human Rights Commission: <https://www.hum.wa.gov/>  
(File within 6 months)
- U.S. Equal Employment Opportunity Commission: <https://www.eeoc.gov/>  
(File within 300 days)