



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 Southwest Florida
6800 Shoppes at Plantation Dr., Suite 170 Fort Myers, FL 33912
Phone: 239-931-8282, option 1, then ext. 1801 Fax: 239-931-8275

or

The Office for Civil Rights/Department of Economic Opportunity (DEO)
Caldwell Building – MSC 150
107 East Madison Street Tallahassee, FL 32399-4129
Phone: 850-921-3201 Fax: 850-921-3122
E-mail: Civil.Rights@deo.myflorida.com 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 Southwest Florida (CSSWF) or by a service provider of CSSWF, you should discuss the matter with your workforce representative. If the problem cannot be resolved, you should then discuss the problem with the Center Supervisor. If you feel the problem has still not been resolved, you may file a letter of grievance with:

Grievance Officer
CareerSource Southwest Florida
6800 Shoppes at Plantation Dr., Suite 170 Fort Myers, FL 33912

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;

