

EQUAL OPPORTUNITY IS THE LAW

MassHire Berkshire Career Center 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 Innovation and Opportunity Act (WIOA) of 2014 in admission or access to, opportunity or treatment in, or employment in the administration of or in connection with any, WIOA funded program or activity. If you think you have been subjected to discrimination under a WIOA 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 officer (or the person designated for this purpose), or you may file a complaint directly with the Director, Directorate of Civil Rights (DCR):

Pamela Wojtkowski	<i>or</i>	Director
Complaint Officer		Director or Civil Rights
MassHire Berkshire Career Center		U.S. Department of Labor
160 North Street		200 Constitution Avenue
Pittsfield, MA 01201		Washington, D.C. 2021

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 (see address above). If the recipient has not provided you with written decision with 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 DRC. Such a complaint must be filed within 20 days of the date you received notice of the recipient's proposed resolution.

WIOA COMPLAINTS/GRIEVANCES
WIOA GRIEVANCES

This recipient is required to comply with provisions of the Workforce Innovation and Opportunity Act (WIOA), its regulations, grants or other agreements. If you have a complaint or grievance about this recipient's program (s) or activities which does not involve questions of equal opportunity or criminal activity, you may file a complaint within one year from the date of the alleged violation with the recipient's Grievance Officer:

Pamela Wojtkowski, Complaint Officer
MassHire Berkshire Career Center
160 North Street
Pittsfield, MA 01201
Telephone: 413.499.2220

A hearing on the grievance shall be conducted within 30 days after the filing of the grievance and a decision shall be made no later than 60 days after the grievance is filed. If the Primary Operator does not provide a decision within 60 days, you may request a review by the Department of Career Services (DCS) Staff Monitor Advocate within 15 days of the date you were entitled a decision. If you are dissatisfied with the Primary Operator's decision, within 10 days of receipt of the decision, you may request a review by the DCS Staff Monitor Advocate:

Jose Ocasio, Staff Monitor Advocate
Department of Career Services
Charles F. Hurley Building
19 Staniford Street, 1st Floor ESPF
Boston, MA 02214

If you do not receive a decision by the DCS Staff Monitor Advocate within 30 days, within 15 days of the date you were entitled to a decision you may request a review by the U.S Department of Labor:

U.S Department of Labor, Region 1
Employment and Training Administration
One Congress Street
Boston, MA 02203

CRIMINAL COMPLAINTS

All information and complaints involving fraud, waste, abuse or criminal activity shall be reported directly and immediately to the United States Department of Labor's Office of the Inspector General, Office of Investigation, 200 Constitution Avenue, Room S-5514, Washington, DC 20210



UNITED STATES DEPARTMENT OF LABOR

Employment & Training Administration

ONE-STOP CAREER CENTER ~ CENTRO VOCACIONAL

IF YOU HAVE A COMPLAINT ABOUT:

- A One-Stop Career Center
- A job you were referred to by a One-Stop Career Center

Contact your local One-Stop Career Center manager or write to:

SI USTED TIENE UNA QUEJA ACERCA DE:

- Un Centro Vocacional
- Un trabajo al que fue referido por un Centro Vocacional

Comuníquese con la gerencia de su Centro Vocacional mas cercano o escriba a:

Local Complaint Officer Info:



Jose Ocasio, State Monitor Advocate
MassHire Dept. of Career Services
19 Staniford St, 1st Fl.
Boston, MA 02114
Tel.: 617 626-5587
Jose.Ocasio@detma.org



If you have a complaint about other employment-related issues, your local One-Stop Career Center will provide you with information on agencies that may be able to assist you.

Si usted tiene una queja acerca de otros asuntos laborales, su Centro Vocacional le proporcionará Información sobre las agencias que pueden ofrecerle ayuda.

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EMPLOYMENT AND TRAINING ADMINISTRATION
UNITED STATES DEPARTMENT OF LABOR

