



WIOA Complaints/Grievances

The MassHire Metro North Career Centers are required to comply with the provisions of the WIOA law, its regulations, grants or other agreements. If you have a complaint or grievance resulting from an interaction at a Career Center, you may contact the Complaint Officer to arrange an informal resolution. If a resolution cannot be agreed upon or you have a complaint or grievance about the WIOA Title I program(s) or activities which do 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 MassHire Metro North Career Centers Grievance Officers:

Cambridge Kim Ware, 186 Alewife Brook Parkway, Cambridge, MA 02138 kware@mhmnc.com

Woburn Sean Barnes 100 TradeCenter Blvd, Woburn, MA 01801 sbarnes@mhmnc.com

Chelsea David Lopez, 4 Gerrish Avenue, Chelsea 02150 dlopez@mhmnc.com

Malden Dolores Castillo, 2 Florence St., 4th Fl., Malden 02148 dcastillo@mhmnc.com

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 MHMNCC does not provide a decision within 60 days, you may request a review by the MassHire Department of Career Services Staff Monitor Advocate within 15 days of the date you were entitled to a decision. If you are dissatisfied with MHMNCC's decision, within 10 days of receipt of the decision, you may request a review and/or a hearing by the MDCS Staff Monitor Advocate:

Office of the Director, MassHire Department of Career Services, 19 Staniford Street, 1st floor, Boston, MA 02114

If you do not receive a decision by the MDCS Complaint Officer within 30 days then within 15 days of the date you were entitled to a decision you may request a review/appeal by the U.S. Department of Labor:

Original to: U.S. Department of Labor, Employment and Training Administration, 200 Constitution Ave., NW, Washington, D.C., 20210 Attention: ASET

Copy to: U.S. Department of Labor, Employment and Training Administration, John F. Kennedy Federal Building, Room E-350, Boston, MA 02203

Criminal Complaints

All information and complaints involving fraud, waste, abuse or criminal activity shall be reported directly and immediately to:

Original to: Office of the Inspector General, 200 Constitution Avenue, NW, Room S-5506, Washington, D.C., 20210 or call 1-800-347-3756

Copy to: Office of Internal Control and Security, Charles F. Hurley Building, 19 Staniford Street, 4th floor, Boston, MA 02114



Equal Opportunity is the Law

It is against the law for this recipient of federal financial assistance to discriminate on the following basis:

Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, sex (wages), genetics, retaliation, political affiliation or belief. Against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunities Act of 2014 (WIOA), 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 any WIOA Title 1 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 1 financially assisted program or activity; providing opportunities in, or treating any person with regard to, such program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

What to do if you believe you have experienced discrimination

If you think you have been subjected to discrimination under a WIOA Title I financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

The recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, D.C. 20210.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with the CRC. However, you must file your CRC complaint within 30 days of the 90 day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with the CRC. You must file your CRC complaint within 30 days of the date on which you received the notice of Final Action.

For Information or to File a Complaint

Recipient EEO Officer: Lee-Ann Johnson, 186 Alewife Brook Parkway, Cambridge, MA 02038 ljohnson@mhmnc.com

OR

Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N 4123, Washington, D.C., 20210 (202) 219-8927

Verizon telephone relay service: TDD/TTY: 1-800-439-2370 Voice: 1-800-439-0183 Auxiliary aids and services are available upon request to individuals with disabilities. Equal Opportunity Employer/Program.