

**PROGRAM AND EQUAL OPPORTUNITY
DISCRIMINATION COMPLAINT INFORMATION**

The Division of Employment and Training Services (DETS) staff and service providers are prohibited from misapplying program eligibility criteria or discriminating against individuals applying for or receiving state and federally funded services. Individuals have the right to file a complaint if they feel they have been wrongly denied services or discriminated against.

DETS and service providers must not discriminate in any of the following areas:

- deciding who will be admitted or have access to any 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.

Types of Complaints - There are two types of complaints- program complaints and equal opportunity discrimination complaints.

1. A program complaint pertains to whether program staff has applied the law, regulations, and professional protocol appropriately while making program decisions;
2. An equal opportunity discrimination complaint includes, as a reason for mistreatment, one of the prohibited factors: race, color, national origin, sex, religion, age, disability, genetics, political affiliation or belief.

A complaint cannot be processed as both a program and an equal opportunity discrimination complaint and the applicant/participant must choose which type of complaint to file.

Confidentiality- Complaints are kept confidential to the maximum extent possible and includes:

- the fact that the complaint has been filed;
- the identity of the complainant(s);
- the identity of individual respondents to the allegations; and
- the identity of any person(s) who furnished information relative to, or assisting in, a complaint investigation.

Accommodations - DETS and service providers providing 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, DETS and service providers are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

Retaliation/Intimidation or Reprisal- Federal and state laws prohibit retaliation; intimidation or reprisal against any individual because they filed a complaint, opposed a practice, or furnished information on any prohibitive basis.

Policy - For complete information on complaint policies, refer to the Department of Labor and Workforce Development, Division of Employment and Training Service [Program Complaint and Appeal Policy 07-510](#) and the [Equal Opportunity Discrimination Complaint Policy 07-506.1](#).

PROGRAM COMPLAINTS

A complaint may be filed if it appears there is an instance of program staff misapplying program regulations or statutes. It is recommended, but not required, that the complaint is filed on the DETS Program Complaint Form and Privacy Act Consent Form which is attached to [Program Complaint and Appeal Policy 07-510](#).

A complaint must be filed in writing within 30 days of the occurrence and contain:

- a. participant/applicant's name and address, phone number and email; or other means of contact;
- b. the allegation(s), described in sufficient detail to determine whether:
 - the complaint is covered under the jurisdiction of DETS;
 - the complaint was filed within the specified timeframe; and
 - the decision the complaint is based upon, if proven to be incorrect, violates program, state or federal policies, regulations or laws; and
- c. signature of the complainant or an authorized representative.

Complaints are filed with DETS, reviewed, and a determination made by the Director, or designee. Complaints must be in writing and submitted to:

Director, Division of Employment and Training Services
PO Box 115509
Juneau, AK 99811-5509

If the complaint is denied, complainants may appeal the DETS determination within five (5) working days of a written denial. All appeals and responses must be in writing and submitted to:

Commissioner, Department of Labor and Workforce Development
PO Box 111149
Juneau, Alaska 99811-1149
or emailed to Commissioner.Labor@alaska.gov

A program complaint may be withdrawn at any time, in writing, by the complainant.

EQUAL OPPORTUNITY DISCRIMINATION COMPLAINT PROCESS

Equal Opportunity Is the Law. It is against the law to discriminate 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 individuals with limited English proficiency, age, disability, political affiliation or belief, or against any beneficiary of, applicant to, or participant in, state or federally funded programs on the basis of the individual's citizenship status or participation in such state or federally funded program or activity.

What To Do If You Believe You Have Experienced Discrimination

If you think that you have been subjected to discrimination you may file a complaint within 180 days from the date of the alleged violation with either:

Department of Labor and Workforce Development
Equal Opportunity Officer
550 W. 7th Ave., Suite 1930
Anchorage, Alaska 99501

or

Director, Civil Rights Center (CRC)
U.S. Department of Labor, 200
Constitution Avenue NW., Room N4123
Washington, DC 20210
or www.dol.gov/crc

Once a complaint has been filed with the Alaska EO Officer, they have 90 days to issue a written Notice of Final Action. If the Alaska EO Officer is unable to provide a written Notice of Final Action within 90 days of the date the complaint was filed, a subsequent complaint may be filed with the Civil Rights Center. However, the CRC complaint must be filed within 30 days of the 90-day deadline.

If the Alaska EO Officer provides a written Notice of Final Action on the complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with Civil Rights Center. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.