



Connecting Talent with Opportunity  
A proud partner of the American Job Center network



**WORKSOURCE GEORGIA MOUNTAINS  
GEORGIA MOUNTAINS REGIONAL COMMISSION  
P.O. BOX 2278, GAINESVILLE, GA 30503  
(770) 538-2727 PHONE ♦ (770) 538-2729 FAX**

**RIGHTS STATEMENT**

**EQUAL OPPORTUNITY IS THE LAW**

It is against the law for WorkSource Georgia Mountains/Georgia Mountains Regional Commission (WSGM/GMRC) (as the 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. People with hearing impairments may contact the Georgia Relay Center by calling TTY 1-800-255-0056, Voice 1-800-255-0135 or dialing 711.

**DISCRIMINATION GRIEVANCE PROCEDURES**

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 one hundred and eighty (180) days from the date of the alleged violation with either:

WorkSource Georgia Mountains  
Georgia Mountains Regional Commission  
Equal Opportunity Officer:  
Andrea Newsom  
P.O. Box 1720  
Gainesville, GA 30503  
770-538-2626  
[anewsom@gmrc.ga.gov](mailto:anewsom@gmrc.ga.gov)

Technical College System of Georgia (TSCG) Office of Workforce Development (OWD)  
Equal Opportunity Officer/Compliance Director  
1800 Century Place NE, Suite 150  
Atlanta, GA 30345-4304  
404-679-1371  
[wioacompliance@tcs.edu](mailto:wioacompliance@tcs.edu)

Application for a Workforce Innovation and Opportunity Act (WIOA) funded program **does not create an entitlement** to services, and nothing in the Act shall be construed to establish a right of action for an individual to obtain services under WIOA.

The Complainant may file their discrimination based complaint with the United States Department of Labor’s Civil Rights Center at <http://www.dol.gov/oasam/programs/crc/external-enforc-complaints.htm>. Or by contacting:

Director of Civil Rights  
U.S. Department of Labor (USDOL)  
200 Constitution Ave, NW Room – N4123  
Washington, DC 20210

Use form at: <http://www.dol.gov/oasam/programs/crc/DL1-2014A-Rev-April-2011.pdf>

People with hearing impairments may contact the Georgia Relay Center at 1-800-255-0056 or by dialing 711.

1. If the Complainant chooses to file the discrimination complaint with the WSGM/GMRC or with TCSG, the Complainant must wait either until the recipient issues a written Notice of Final Action, or until ninety (90) days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).
2. The Complainant has the right to be represented in the complaint process by an attorney or other representative.
3. If the recipient does not give the Complainant a written Notice of Final Action within 90 days of the day on which you filed your complaint, the Complainant may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within thirty (30) days of the 90-day deadline (or within one hundred and twenty (120) days after the day on which the Complainant filed the complaint with the recipient).
4. If the recipient does give the Complainant a written Notice of Final Action on the complaint, but the Complainant is dissatisfied with the decision or resolution, the Complainant may file a complaint with CRC. The Complainant must file the CRC complaint within 30 days of the date on which the Complainant received the Notice of Final Action.
5. Further, WSGM/GMRC shall fully cooperate with any local, state, or federal investigation in accordance with the aforementioned proceedings or with any criminal investigation.

The Civil Rights Act of 1964, as amended, and the WIOA of 2014, as amended, guarantees the right to file a complaint or alleged action concerning discrimination as stated above.

### **FRAUD, ABUSE, WASTE, MISCONDUCT OR ILLEGAL ACTIVITY GRIEVANCE PROCEDURES**

In the event that a complaint involves allegations of fraud, abuse, waste, misconduct or illegal activity stemming from a WIOA-funded program, the Complainant shall immediately contact one of the entities listed below:

Technical College System of Georgia Office of Workforce Development  
Equal Opportunity Officer/Compliance Director  
1800 Century Place NE, Suite 150  
Atlanta, GA 30345-4304  
404-679-1371  
[wioacompliance@tcsge.edu](mailto:wioacompliance@tcsge.edu)

Georgia Office of Inspector General  
2 M.L.K. Jr. Dr., SW  
1102 West Tower  
Atlanta, GA 30334  
1-866-435-7644 (1-866-HELPOIG)  
Complaint form may be found at <http://oig.georgia.gov/file-Complaint>

Office of Inspector General, USDOL  
US Department of Labor  
200 Constitution Ave., NW, Room S-5506,  
Washington, DC 20210  
1-800-347-3756  
Complaint form may be found at <https://www.oig.dol.gov/hotlinecontact.htm>

### **GENERAL OR NON-DISCRIMINATORY GRIEVANCE PROCEDURES**

1. Complaints arising at the WorkSource Georgia Mountains office level must be in writing, signed by the Complainant, dated within 120 days of the alleged incident, and must include the following information:
  - a. the full name, telephone number (if any) and address of the person making the complaint (Complainant);
  - b. the full name and address of the Respondent against whom the complaint is made;
  - c. a clear and concise statement of fact, including pertinent dates, and witnesses (if any) constituting the alleged violation, and
  - d. the type of relief requested.

A complaint will be considered to have been filed when the reviewing authority receives from the Complainant a written statement, including information specified on the complaint form which contains sufficient facts and arguments to evaluate the complaint.
2. Complaints must be submitted to the Director, WorkSource Georgia Mountains, and P.O. Box 2278, Gainesville, GA 30503.

3. A log of all complaints received by WSGM/GMRC will be filed on-site. The log will include the name of the Complainant, the name and/or organization of the Respondent, the date of the complaint, and the resolution of the complaint (if rendered).
4. The Director shall investigate the complaints and attempt to resolve the matter through mediation within ten (10) business days of receipt of the complaint.
5. If the complaint cannot be resolved within ten (10) business days, a hearing shall be conducted within sixty (60) days of receipt of the initial complaint. When a hearing is necessary, the Complainant and the Respondent will be given reasonable notification by certified mail of the following information:
  - a. A statement of the date, time and place of hearing, including the name of the impartial hearing officer;
  - b. A statement of the authority and jurisdiction under which the hearing is to be held;
  - c. A reference to the particular section of the Act, regulations, grant or other agreements under the Act involved;
  - d. A statement of the alleged violations of WIOA (This may include clarification of the original complaint, but must accurately reflect the content of the submitted documentation of the Complainant);
  - e. The right of both parties to be represented by legal counsel;
  - f. The right of each party to present evidence, both written and through witnesses;
  - g. The right of each party to cross-examine; and
  - h. The name, address, and telephone number of the contact person issuing the notice.
6. A hearing can be rescheduled at the request of either party for just cause.
7. The hearing shall be conducted by the Executive Committee of the Georgia Mountains Workforce Development Board (GMWDB). The committee may designate staff and/or other parties to serve as the impartial hearing officer. However, no GMWDB or staff member who has been directly involved in the events from which the complaint arose shall serve as a decision-maker in such complaint. If the complaint is against WorkSource Georgia Mountains itself, an impartial person will be secured by WorkSource Georgia Mountains to serve as the hearing officer. Impartial hearing officers shall be chosen from qualified individuals with expertise in the area from which the complaint arises. When an impartial hearing officer is necessary, the WorkSource Georgia Mountains Director will be notified to provide a qualified person. The right to an impartial decision-maker shall not be abrogated by the GMWDB or WorkSource Georgia Mountains. In the age of advanced communication options and to encourage timely responses to all complaints, the GMWDB may utilize e-mail, internet-based meeting facilities, in-person or any other mutually acceptable formats to conduct a hearing.
8. The Executive Committee of the GMWDB, or, its designee acting as a hearing officer, shall have the authority to regulate the course of the hearing, set the time and place for continued hearings, fix the time for filing briefs, and dispose of motions. A final decision must be rendered by the GMWDB Executive Committee or its designee within sixty (60) days of the completed hearing unless all parties are notified by certified mail of the need for additional time. The hearing officer shall issue a written decision which shall serve as the WSGM/GMRC's official resolution of the Complaint. The decision shall include the following information, at a minimum: The date, time and place of hearing, a recitation of the issues alleged in the Complaint, a summary of any evidence and witnesses presented by the Complainant and the respondent; an analysis of the issues as they relate to the facts; and a decision addressing each issue alleged in the Complaint.
9. A complete record of the hearing shall be made and maintained for three (3) years and include the following:
  - a. All pleadings, motions, and intermediate ruling;
  - b. Detailed minutes or mechanical recording of the oral testimony and all other evidence presented;
  - c. A statement of matters officially noted;
  - d. All staff memoranda or data submitted to the GMWDB Executive Committee or its designee in connection with their consideration of the case;
  - e. Findings of facts based on the evidence submitted at the hearing;
  - f. Notification of both parties of further appeal procedures, if applicable; and
  - g. Final decision of the hearing officer.
10. The Complainant shall be informed of the right to request a review of his/her complaint by the TCSG if:
  - a. The Complainant does not receive a decision from WSGM/GMRC within (60) sixty days of the filing the complaint, or
  - b. The Complainant receives a decision unsatisfactory to the complainant

The request for review should be submitted to:  
Technical College System of Georgia, Office of Workforce Development  
Attn: Compliance Director  
1800 Century Place NE, Suite 150  
Atlanta, GA 30345-4304  
404-679-1371  
[wioacompliance@tcsge.edu](mailto:wioacompliance@tcsge.edu)

Once TSCG has received the Complaint form and the local resolution, TSCG shall issue its own resolution on the issue within sixty (60) days of receipt. Any resolution reached by TSCG may be appealed to the US Department of Labor's Employment and Training Administration.

**OTHER GRIEVANCES**

1. Complaints arising from contracts or vendor agreements with Georgia public schools such as those which pertain to disciplinary actions of teachers or students, grading policy or teacher employment contracts will be handled by the grievance procedure outlined in OCGA §20-2-1160.
2. Complaints which pertain to terms of the contract between the school and the WSGM/GMRC, which may include curriculum and course content, provision of teaching materials and equipment, eligibility, customer selection, or other terms made part of the contract, should be handled by the grievance procedure as presented by the General or Non-Discriminatory Grievance Procedure section.
3. Complaints against the Georgia Department of Labor Career Centers should be filed with the Complaint Specialist or Career Center Manager in accordance with their policies and procedures.
4. Complaints alleging labor standards violations may be filed using the established local and State Grievance Procedures or submitted to a binding arbitration procedure, if a collective bargaining agreement covering the parties to the grievance so provides.
5. Applicants, customers, service providers, bidders, WIOA funded staff or other interested parties alleging violations of the Acts, regulations, sub grants, or other contracts under WIOA (other than discrimination complaints) shall utilize the General or Non-Discriminatory Grievance Procedures in filing a complaint. Individuals shall be informed of this right by the WSGM.

**Definitions:**

- *Days* – Days are consecutive calendar days, including weekends and holidays. If a deadline imposed under the provisions of this section falls on a holiday or weekend, then the deadline shall be the next business day.
- *Complainant* – A Complainant is the person or entity filing the Complaint.
- *Complaint* – A Complaint is the written document which contains the alleged violation.
- *General Complaint* – A Complaint involving a general, non-discriminatory WIOA violation.
- *Participant* – A Participant is an individual who has been determined eligible to participate in, and who is currently receiving services under a program authorized by WIOA.
- *Respondent* – A Respondent is the person or entity against whom the Complaint is made.
- *Subrecipient* – A Subrecipient is a non-Federal entity that receives a subaward from a pass through entity (generally from a recipient) to carry out part of a Federal program. This term does not include an individual that is a beneficiary of such a program. A Subrecipient may also be a recipient of other Federal awards directly from a Federal awarding agency.

\*\*\*\*\*

**I have read and understand the Rights Statement and acknowledge so with my signature.**

\_\_\_\_\_  
Please Print Name

\_\_\_\_\_  
Customer's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent's/Guardian's Signature (if applicable)

\_\_\_\_\_  
Date

**\*A copy of this document should be given to the customer and one copy should be retained in his/her file (if applicable).**

## Babel Notice

**IMPORTANT:** This document contains important information about WIOA training guidelines including eligibility, application procedures, benefits and your rights. It is critical that you understand the information in this document. Translation assistance is available for WIOA services at <http://onestopworkgamtns.org/>. Scroll to the bottom right side of the page and click on the language dropdown. Telephone translation of this vital document is available at the WorkSource Georgia Mountains One Stop Center. Please contact (770)-538-2727 if you are in need of telephone translation assistance.

**Background: 29 CFR 38.9(g)(3):** "Recipients must include a "Babel notice," indicating in appropriate languages that language assistance is available, in all communications of vital information, such as hard copy letters or decisions or those communications posted on websites."

### Spanish

**¡IMPORTANTE!** Este documento contiene **información importante** sobre sus derechos, responsabilidades y/o beneficios. Es importante que usted entienda la información en este documento. Nosotros le podemos ofrecer la información en el idioma de su preferencia sin costo alguno para usted. **Llame al (770)-538-2727** para pedir asistencia en traducir y entender la información en este documento.

### Chinese - Traditional

**重要須知!** 本文件包含**重要資訊**，事關您的權利、責任，和 / 或福利。請您務必理解本文件所含資訊，而我們也將使用您偏好的語言，無償為您提供資訊。請致電 (770) 538-2727 洽詢翻譯及理解本文件資訊方面的協助。

### Vietnamese

**LƯU Ý QUAN TRỌNG!** Tài liệu này chứa **thông tin quan trọng** về quyền hạn, trách nhiệm và/hoặc quyền lợi của quý vị. Việc hiểu rõ thông tin trong tài liệu này là rất quan trọng, và chúng tôi sẽ cung cấp miễn phí cho quý vị thông tin này bằng ngôn ngữ mà quý vị ưa dùng. **Hãy gọi (770) 538-2727** để được hỗ trợ về việc thông dịch và hiểu thông tin trong tài liệu này.

### Tagalog

**MAHALAGA!** Naglalaman ang dokumentong ito ng **mahalagang impormasyon** tungkol sa iyong mga karapatan, responsibilidad at/o benepisyo. Napakahalaga na nauunawaan mo ang impormasyong nakapaloob sa dokumentong ito, at ibibigay namin nang libre ang impormasyon sa pinili mong wika. **Tumawag sa (770) 538-2727** upang humingi ng tulong sa pagsasaling-wika at pag-unawa sa impormasyong nasa dokumentong ito.

### French

**IMPORTANT!** Le présent document contient **des informations importantes** sur vos droits, vos responsabilités et/ou vos avantages. Il est essentiel que vous compreniez les informations figurant dans ce document, et nous vous fournirons gratuitement les informations dans la langue de votre choix. **Appelez au (770) 538-2727** pour obtenir de l'aide pour la traduction et la compréhension des informations contenues dans le présent document.

### Haitian Creole

**ENPÒTAN!** Dokiman sa a gen **enfòmasyon enpòtan** ladan konsènan dwa, responsablite ak/oswa avantaj ou yo. Li ap vrèman enpòtan pou ou konprann enfòmasyon yo ki nan dokiman sa a, epi n ap ba ou enfòmasyon sa yo nan lang ou prefere a gratis. **Rele (770) 538-2727** pou jwenn asistans pou tradui ak pou konprann enfòmasyon ki nan dokiman sa a.

### Portuguese

**IMPORTANTE!** Este documento contém **informações importantes** sobre os seus direitos, responsabilidades e/ou benefícios. É essencial que compreenda as informações constantes neste documento, as quais disponibilizaremos, gratuitamente, na língua à sua escolha. **Contacte o número (770) 538-2727** para solicitar ajuda para traduzir e compreender as informações contidas neste documento.

### Arabic

**مهم!** يحتوي هذا المستند على **معلومات مهمة** حول حقوقك ومسئولياتك و/أو فوائدها. من الأهمية بمكان فهم المعلومات الواردة في هذا المستند، وسنوفر المعلومات بلغتك المفضلة دون تحميلك أي تكلفة. **اتصل على الرقم (770) 538-2727** للحصول على مساعدة في ترجمة المعلومات الواردة في هذا المستند وفهمها.

### Russian

**ВАЖНО!** В настоящем документе содержится **важная информация** о ваших правах, обязанностях и/или преимуществах. Крайне важно, чтобы вы поняли информацию, содержащуюся в данном документе, а мы бесплатно предоставим вам эту информацию на

выбранном вами языке. **Позвоните по телефону (770) 538-2727** для получения помощи в переводе и понимании информации, содержащейся в данном документе.

**Korean**

**중요!** 본 문서는 귀하의 권리, 책임 및/또는 이익에 관한 **중요한 정보**를 포함하고 있습니다. 귀하가 본 문서에 있는 정보를 이해하는 것은 대단히 중요하며, 귀하가 원하는 언어로 정보를 제공받으실 수 있습니다. **(770) 538-2727 로 전화**하여 본 문서에 있는 정보의 번역 및 이해를 위해 도움받으시길 바랍니다.