



**San Bernardino County Department of Workforce Development
DISCRIMINATION COMPLAINT PROCEDURES**

If you believe you have experienced discrimination in your Workforce Innovation & Opportunity Act (WIOA) program, activity or service, you may file a complaint using the following process.

1. Ask to speak with a Department of Workforce Development Supervisor within 90 days of the incident.
 - A supervisor will contact you within three (3) business days to discuss the incident
 - If you are not satisfied with the decision, go to Step 2
2. Ask to speak with a Department of Workforce Development Manager about the incident.
 - A manager will contact you within three (3) business days of the day you spoke with the supervisor about the incident
 - If you are not satisfied with the decision, go to Step 3
3. Ask to speak to the Equal Opportunity Officer of the Department of Workforce Development about the incident.
 - The EEO will contact you within seven (7) business days of the day you spoke with the Department of Workforce Development Manager about the incident
 - If you are not satisfied with the decision, go to Step 4

4. Obtain the “*Discrimination Complaint Information Form 190*” at any America’s Job Center of California. Send the completed form to:

Fred Burks, Equal Opportunity Officer
County of San Bernardino Department of Workforce Development
290 North ‘D’ Street, Suite 600
San Bernardino, CA 92415-0046

The Equal Opportunity Officer must receive your written complaint no later than 180 days from the date you believe the discrimination happened.

I have read and understand the Department of Workforce Development’s discrimination complaint procedure. I understand that if I feel I have experienced discrimination, I may use this procedure, or I may send a written complaint directly to the Equal Opportunity Officer at the address above.

Customer’s Printed Name: _____

Customer’s Signature: _____ *Date:* _____

This WIOA Title-I financially assisted program, is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.