

NON-CUSTODIAL PARENT EMPLOYMENT PROGRAM (NCPEP)

GRIEVANCE/COMPLAINT PROCEDURE ACKNOWLEDGEMENT

Gulf Coast Jewish Family & Community Services strives to provide excellent customer service to all program customers. If you feel you have been treated unfairly at anytime during your association with the Non-Custodial Employment Program (NCPEP), the following is the procedure for filing a complaint. Please initial each step as acknowledgement of this procedure.

- _____ 1. I will first discuss my pending issue with my NCPEP Life Coach for resolution.
- _____ 2. If my situation is still not resolved satisfactorily, I shall be referred to the appropriate NCPEP Team Leader/Program Manager, who will assist me in resolving my situation.
- _____ 3. If the NCPEP Team Leader/Program Manager is unable to assist, I shall be referred to the appropriate NCPEP Program Director to review my case and assist me in resolving my situation.
- _____ 4. If the NCPEP Program Director is unable to assist & the problem cannot be resolved, I will complete a formal grievance form or submit a letter of grievance to Eric Feder, Interim CEO, GCJFCS, 14041 Icot Blvd., Clearwater, FL 33760, for investigation. I will receive notification of formal hearing within 20 working days of receipt of formal grievance.
- _____ 5. For complaints not satisfied at the local regional level or if a written decision is not provided to me within 60 days of filing, I may file an appeal with the state Department of Economic Opportunity (DEO), Office of General Counsel, 107 East Madison Street, MSC 110, Tallahassee, FL 32399-4128. Appeals with DEO should be filed within 30 calendar days of receipt of the RWB's decision.
- _____ 6. Discrimination, employment, health and safety, criminal fraud and abuse complaints shall be submitted to the Administrative Entity on behalf of the Regional Workforce Board (RWB) to forward to the appropriate state and/or federal agencies or can be submitted directly to the appropriate government agency. The Career Source Center provides addresses for the state and/or federal agencies upon request.

By initialing the above statements, I agree to adhere to the procedures set forth by the Non-Custodial Employment Program (NCPEP), Grievance/Complaint Policy. I agree to do my best to resolve any issues I may have directly with my NCPEP Life Coach and if I still am not satisfied, I understand I may file an appeal.

EQUAL OPPORTUNITY IS THE LAW

Gulf Coast Jewish Family & Community Services, Non-Custodial Employment Program (NCPEP), 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 Workforce programs, in admission or access to opportunity or treatment in, or employment in the administration of or in connection with, any Workforce program or activity. If you think that you have been subjected to discrimination under a Workforce 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).

1) Veronica Owens, Equal Opportunity Officer
Office of Civil Rights
107 East Madison Street, Caldwell Building, MSC 150
Tallahassee, Florida 32399-2250
(850) 921-3205
TTY via the Florida Relay Service (FRS): 711

OR 2) Director, Civil Rights Center
ATTN: Office of External Enforcement
U.S. Department of Labor
200 Constitution Ave NW, Rm N-4123
Washington, DC 20210

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 a written decision within 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 DCR. Such complaint must be filed within 30 days of the date you received notice of the recipient's proposed resolution.

 Client Signature

 Date

 Client Name (Print)