



## Policy

<b>SECTION: HUMAN RESOURCES</b>	<b>POLICY #019-A10</b>	<b>PAGE 1 OF 11</b>
<b>TITLE: Discrimination Complaint Policy and Procedures</b>	<b>EFFECTIVE DATE: TBD</b>	
<b>APPROVED BY:</b>	<b>REPLACES: N/A</b>	

**PURPOSE:** The purpose of this policy is to maximize the understanding of the policy and procedures for handling a complaint of discrimination.

**BACKGROUND:** CareerSource Pinellas is obligated to operate all of our programs and activities in a non-discriminatory manner. This document is designed to inform all interested parties about the procedures used by CareerSource Pinellas to resolve complaints of discrimination. Grievances, which are defined as non-discrimination complaints alleging violation(s) of any administrative process or any activity, service or program financially assisted by the Workforce Innovation and Opportunity Act (WIOA), are found in a separate document called "Grievance Policy and Procedures." Complaints alleging discrimination involving Wagner-Peyser services are addressed in a separate Department of Economic Opportunity policy called "Wagner-Peyser Complaint-Resolution System Handbook."

The WIOA, TAA, TANF and the SNAP programs require the State, the local area workforce boards, and direct recipients of program funds to establish and maintain procedures for handling alleged discrimination complaints. The complaint requirements may vary from program to program.

**POLICY:** CareerSource Pinellas will maintain effective and timely complaint resolution procedures to be utilized when filing, investigating and resolving a complaint alleging discrimination.

**APPLICABILITY:** This policy on complaint resolution procedures applies to all CareerSource Pinellas customers, CareerSource Pinellas staff, DEO staff located in any CareerSource Pinellas Office, Volunteers, Interns, Program Contractors and Training Vendors.

**RESULTS OF FAILURE TO COMPLY WITH POLICY:** Failure of any individual listed under “Applicability” above, other than customers, to follow this policy may result in disciplinary action in accordance with CareerSource Pinellas’ Personnel Handbook. Failure of a program contractor or training vendor to follow this policy may result in contract or agreement termination.

**DEFINITIONS AND DETAILS:** To simplify instructions and to have a unified format, this local workforce area’s complaint policy and procedures will be the same for WIOA, TAA, TANF, and SNAP workforce programs. Wagner-Peyser procedures, as mentioned above, are addressed separately by DEO.

The designated Equal Opportunity (EEO) Officer investigates alleged violations of the federal and state nondiscrimination laws that apply to CareerSource Pinellas, referred to herein as the “local workforce area,” and to the entities that receive federal financial assistance from or through the local workforce area.

The EEO Officer investigates all legally sufficient complaints of discrimination filed timely with the local workforce area that are within the local workforce area’s scope of authority or jurisdiction. Authority is limited to complaints of alleged discrimination which are filed by:

- Persons seeking or receiving services provided under federal or state programs administered by the local workforce area; or
- Employees or applicants for employment with CareerSource Pinellas, the one-stop career-center operators, or service providers in programs administered by the local workforce area.

The local workforce area’s EEO Officer does not have the authority or jurisdiction to accept and investigate complaints of alleged discrimination that do not meet the above criteria.

It is also important to note the following:

- Filing a complaint of discrimination with the local workforce area’s EEO Officer does not preclude the filing of the same or a similar complaint with another State, federal, or local agency having jurisdiction.
- Filing a complaint of discrimination with the local workforce area’s EEO Officer does not extend the deadline for filing the same complaint with another State, federal, or local agency having jurisdiction.

This complaint process that the local workforce area has established is designed to comply with the applicable requirements of Section 188 of the WIOA.

## **A. PROHIBITED DISCRIMINATION:**

Section 188 of the Workforce Innovation and Opportunity Act (WIOA), any accompanying regulations and State of Florida statutes require equal opportunity in the workforce development system, and prohibit discrimination in WIOA-financially assisted programs against:

- Any individual in the United States on the basis of race, color, religion, sex, national origin, age, disability, marital status, political affiliation or belief, gender identity, gender expression, sex stereotyping; and
- Any individual whose citizenship status is classified as a lawfully admitted immigrant authorized to work in the United States.

The local workforce area shall not directly or through contractual, licensing or other arrangements, use standards, operating procedures, criteria, or administrative methods that discriminate against those classes of individuals mentioned above in any of the following areas:

- Deciding or restricting who will have access to, be enrolled in, or enjoy the benefits of any financially assisted program, activity or service of the local workforce area, including, but not limited to, outreach and recruitment, registration, counseling and career planning, assessment, selection, referral, placement, training, appointment, promotion and retention;
- Providing any program, activity or service that is different, less effective, or is provided in a different manner from that provided to others;
- Providing assistance to an agency, organization or person where it is known that the agency, organization or person has a history of discrimination against registrants, applicants, or participants in any WIOA Title I-financially assisted program, activity or service; or
- Making employment decisions in the administration of, or in connection with, such a program, activity or service.

The exclusion of an individual from any program, activity or service limited by Federal Statute or Executive Order to a certain class or classes of individuals, such as veterans, of which the individual in question is not a member is not prohibited.

Section 188 of WIOA applies to all programs and activities offered through the One-Stop system and One-Stop partners, even if the principal source of financial assistance for a program or activity is a federal department or agency other than USDOL.

## **B. NEUTRALITY:**

When the local workforce area's EEO Officer conducts an investigation, he/she acts as a neutral, unbiased fact-finder and is not an advocate for either the grievant or any external respondent.

A conflict of interest exists for the Equal Opportunity Officer (EEO) when any responsibility, expectation or interest exists that could interfere with the EEO Officer's ability, motivation, or authority to perform his or her responsibilities under this policy. The local workforce area has established procedures to ensure, to the extent practical, the neutrality and impartiality of the EEO Officer including requiring the EEO Officer to report directly to the President and CEO on equal opportunity matters and referring matters to the corporate attorney when an appearance of or a real conflict of interest exists.

### **C. HOW TO FILE A COMPLAINT:**

1. **Who May File:** A complaint may be filed by any person who believes he or she, or any specific class of individuals, has been or is being discriminated against by a policy, program, activity, service or employee of the local workforce area or a recipient of federal financial assistance through the local workforce area. This includes:
  - a) All customers, applicants, or participants who believe they have been discriminated against and thus denied services or treated differently than others in the receipt of services; and
  - b) All applicants for employment with and employees of the local workforce area who believe they have been discriminated against - either on the job or during the hiring, promotion, or discharge process.
2. **Where to File:** A discrimination complaint about a program, activity or service offered through the local workforce area's One-Stop system or contracted programs may be filed with the local workforce area's EEO Officer, The Florida Department of Economic Opportunity's Office of Civil Rights or the U.S. Department of Labor's Civil Rights Center. The local workforce area's EEO Officer will answer any questions a potential complainant has about complaint filing and investigation. Contact information for the local workforce area's EEO Officer follows:

**Steven Meier, EEO Officer**  
smeier@careersourcepinellas.com  
13805 58<sup>th</sup> St North Suite 2-140  
Clearwater, FL 33760  
727-608-1709  
TDD/TTY: 727-524-4344

3. **Filing a Complaint with the local workforce area's EEO Officer:** An individual wishing to file a complaint alleging discrimination with the local workforce area's EEO Officer should do so using the local workforce area's *Discrimination Complaint Information Form*, available by contacting the EEO Officer by telephone, in writing, or electronic mail.

Complaints filed with the local workforce area's EEO Officer that do not use the local workforce area's *Discrimination Complaint Information Form* will be

accepted so long as the information provided complies with the requirements in the Content of the Complaint section below.

With the exception of sexual harassment allegations or situations posing an immediate, recognizable threat to the complainant's safety and well-being, the local workforce area's EEO Officer will not begin investigating the complaint until all required information is received.

4. **When to File:** A charge of discrimination filed with the local workforce area's EEO Officer must be filed within 180 days of the alleged act of discrimination. "Filing" means a written complaint must be received by the local workforce area's EEO Officer before the expiration of the 180-day period for filing. Complaints received after the filing deadline will be returned to the complainant with a notice of options for filing with either a federal or state enforcement agency.
5. **Content of the Complaint:** A complaint filed with the local workforce area's EEO Officer must be in writing and include the following (use of the local workforce area's Discrimination Complaint Information Form covers all of these items):
  - a) The complainant's name
  - b) The complainant's contact information, including mailing and residential addresses (if different), phone or cell phone number, email address or other means of contacting the complainant;
  - c) The identity of the agency or individual allegedly responsible for the discrimination, referred to as the respondent throughout these procedures;
  - d) A description of the complaint, including
    - 1) A description of the alleged discrimination, that the allegations, if true, would violate a federal or state nondiscrimination law;
    - 2) The program, activity or service that the complainant was applying to or participating in when this alleged discrimination occurred;
    - 3) The names and contact information of any witnesses; and
    - 4) The date the discrimination occurred.
  - e) The complainant's desired resolution.
  - f) The signature of the complainant and the date signed.

Complaints filed must also include a completed consent form regarding the release of personal information.

6. **Incomplete Complaint:** If a complaint filed with the local workforce area's EEO Officer does not contain enough information to permit the EEO Officer to determine that the local workforce area has jurisdiction, the EEO Officer will contact the complainant and request additional information. Where the complainant is unreachable or does not provide the needed information within the time specified, the local workforce area's EEO Officer may close the complainant's file without prejudice. "Without prejudice" means that the complainant can resubmit the complaint, so long as it is filed by the 180-day deadline.

If the local workforce area's EEO Officer closes the complainant's file for lack of required information or for lack of authority to investigate, the local workforce area's EEO Officer will send written notice of the closure to the complainant's last known address. Should the complainant supply the missing information after the file is closed, the complaint can be reopened and investigated provided the deadline for filing, discussed above under "When to File," has not passed, and jurisdiction can be established. The complaint will be logged as received on the date the file is reopened and the 90 calendar-day resolution period will commence with the later date.

7. **Time Periods:** The date used by the local workforce area's EEO Officer to determine whether a discrimination complaint has been timely filed is the date the local workforce area's EEO Officer actually receives written notice of an allegation of discrimination that contains all of the required information mentioned above.

The time period for determining jurisdiction, initial notification letter, and the 90-day deadline for issuing a Report of Investigation will not commence until the complainant has submitted all required information in a manner that complies with the Content of the Complaint section, above.

Wherever a deadline or time period is mentioned throughout these procedures, it is referring to calendar days. Where the last day of any time period in these procedures falls on a weekend or official holiday of the local workforce area, the next regularly scheduled workday will be the deadline for completing the action.

#### **D. DETERMINING JURISDICTION:**

When the local workforce area's EEO Officer receives a complaint alleging discrimination, it shall be reviewed to determine whether the complaint contains the required information and whether the local workforce area's EEO Officer has the legal authority to investigate.

The local workforce area's EEO Officer has authority only for complaints that meet all of the following requirements:

1. The complaint alleges a violation of a state or federal antidiscrimination law;
2. The complaint was received by the local workforce area's EEO Officer by the deadline for filing, as discussed above under "When to File;";
3. The recipient against which the complaint is filed is either the local workforce area or an entity that receives federal financial assistance through the local workforce area; and
4. The complainant is
  - a) A person seeking or receiving services provided under federal or state programs administered by the local workforce area; or
  - b) An employee or applicant for employment with CareerSource Pinellas, the one-stop career-center operators, or service providers of programs administered by the local workforce area.

Where the local workforce area's EEO Officer determines it does not have jurisdiction over a complaint, the local workforce area's EEO Officer will, within 10 days after receiving the complaint, notify the complainant in writing that the local workforce area will not accept the complaint. The notice will give a statement of the reason(s) underlying that determination and also inform the complainant of his or her options for filing a complaint with agencies other than the local workforce area.

Even if the local workforce area's EEO Officer has jurisdiction and the complaint is filed within the allowable time period, the local workforce area's EEO Officer may decline to process the complaint if the complainant has a similar case pending in another forum and the local workforce area's EEO Officer has reasonable assurance that the complainant was aware of his or her right to file with the local workforce area's EEO Officer at the time the complaint was filed in that forum. The local workforce area's EEO Officer will close its case file, defer to the investigation by the other authority and notify the complainant in writing.

Where the respondent has been given notice of the complaint, the local workforce area's EEO Officer will also notify the respondent in writing that the local workforce area's EEO Officer case file has been closed for administrative reasons unrelated to the merit of the allegations made in the complaint.

#### **E. ISSUING THE INITIAL NOTIFICATION LETTER:**

The local workforce area's EEO Officer will provide written notice to the complainant within ten days after it receives the complaint alleging discrimination.

This notice shall contain the following:

1. A statement as to whether the local workforce area has jurisdiction over the complaint. If the local workforce area does not have jurisdiction, the complaint must be rejected;
2. A statement as to whether the complaint was filed in a timely manner. If the complaint was received more than 180 days after the alleged act of discrimination occurred the complaint will be returned to the complainant by the local workforce area's EEO Officer;
3. A statement as to whether the information provided in the complaint was complete. If incomplete, the local workforce area's EEO Officer will close the complainant's file without prejudice;
4. A statement as to whether the local workforce area has deferred the complaint. If the case is deferred, the local workforce area's EEO Officer will close its case file and defer to the investigation by the other authority; and
5. A statement as to whether the local workforce area's EEO Officer, or a designee, will begin an investigation of the complaint and the date that investigation will begin.

At the same time the Initial Notification letter is sent to the complainant, the local workforce area's EEO Officer will send the respondent an initial notification letter if an investigation will commence. This notice informs the respondent that the local

workforce area has received a complaint; the local workforce area has determined it has jurisdiction, the complaint was received in the required time frame, and the complaint was complete; the local workforce area's EEO Officer or designee will be investigating the complaint; and that the respondent has the right to be represented by an attorney or other individual of its choice.

The letter to the Respondent may also contain a request for a position statement and, where deemed necessary, a request for documents and/or response to written questions designed to elicit information needed to resolve the complaint. The respondent will be advised it must reply to the letter within 14 days of the date of the letter, and that any statements of witnesses should be made in the form of a sworn affidavit. The letter from the local workforce area's EEO Officer will be addressed to the appropriate contact person of the recipient receiving federal financial assistance through the local workforce area. The materials furnished by the respondent will be given directly to the local workforce area's EEO Officer.

#### **F. FACT FINDING AND INVESTIGATION:**

The local workforce area's EEO Officer will begin to examine evidence from all available sources. Witnesses may be interviewed by telephone or in person where necessary. The local workforce area's EEO Officer will interview the respondent and the persons named in the complaint alleging discrimination. The local workforce area's EEO Officer shall strive to determine the respondent's account of the facts, additional people the respondent wants interviewed, the matters on which each witness is knowledgeable, and the documentation the respondent wishes reviewed.

Additional requests for documents and/or written questions may be sent to the complainant and/or respondent as necessary during the investigation process. The complainant or respondent must respond to the request for additional information within 14 days of the date of the letter.

#### **G. REVIEWING AND ANALYZING THE EVIDENCE:**

Once the fact-finding stage of the investigation has been completed, the local workforce area's EEO Officer will review and analyze the information and determine whether there is reasonable cause to believe the respondent violated a nondiscrimination law and, therefore, whether or not unlawful discrimination occurred.

Conclusions regarding each allegation of discrimination must be supported by reliable and verifiable evidence. Written documentation is the preferred type of evidence to substantiate or refute a complainant's allegation(s). In the absence of written documentation, however, the local workforce area's EEO Officer can use witnesses' testimony as corroborating evidence. Use of direct, observable, or first-hand knowledge of one or more witnesses to substantiate a conclusion is permissible. Hearsay or second-hand knowledge is not considered to be supporting evidence.



Frequently in a complaint investigation there are allegations raised by a complainant that cannot be supported by written documentation or corroborated by witnesses' testimony. If the respondent denies the allegation(s), in the absence of supporting written documentation or witnesses' testimony, the local workforce area's EEO Officer cannot draw a conclusion regarding the alleged discriminatory act: the evidence is inconclusive. It does not exonerate an alleged offender and it does not suggest that the complainant filed false or frivolous allegations; no conclusion can be drawn.

#### **H. THE REPORT OF INVESTIGATION:**

The local workforce area's EEO Officer issues a written determination, called a *Report of Investigation*, upon completion of an investigation of discrimination. The report shall be in clear, simple, non-technical language and shall be furnished to the President and CEO of the local workforce area, the respondent, if different from the local workforce area, and to the complainant. The final determination will be furnished to the respondent, and a copy will be given to the complainant within 90 calendar days of the date on which the complaint is filed.

The Report of Investigation must discuss each of the issues raised in the complaint and, for each issue, state the local workforce area's EEO Officer's decision and provide an explanation of the reasons underlying the decision. Where an issue was resolved by the parties not requiring a final determination by the local workforce area's EEO Officer, the Report will contain a statement describing the way the parties resolved the issue.

The letter to the complainant accompanying the Report of Investigation will contain a statement that if the complainant is dissatisfied with the decision, the complainant has the right to file an appeal with the USDOL Civil Rights Center under Section 188 of the Workforce Innovation and Opportunity Act. This complaint appeal must be filed within 30 days of the date on which the Report of Investigation is received by the complainant.

If the local workforce area's EEO Officer does not expect to issue a Report of Investigation within the 90-day period allowed for conduct of the investigation after the filing of the complaint, the local workforce area's EEO Officer will send the complainant a "90-day letter" at least 10 days prior to the expiration of the 90-day period. The 90-day letter will notify the complainant or his or her representative that a complaint of discrimination under Section 188 of the Workforce Innovation and Opportunity Act may be filed with the State of Florida's Department of Economic Opportunity's Office of Civil Rights or with the Director of the USDOL Civil Rights Center within 30 days of the expiration of the 90-day period—in other words, within 120 days of the date on which the complaint was filed with the local workforce area's EEO Officer. The letter will also inform complainants who allege employment discrimination of their right to file with the U.S. Equal Employment Opportunity Commission and Florida Commission on Human Relations, as well as with the USDOL Civil Rights Center.

## **I. A FINDING OF CAUSE:**

Where the Report of Investigation contains a determination that there is cause to believe the respondent violated a federal or state anti-discrimination law, the Report of Investigation sent to the respondent may also contain a list of recommended corrective actions. Corrective actions must be designed to make the complainant whole, eliminate the discrimination and ensure that the discrimination does not recur. The recommended corrective actions should be narrowly tailored to address and eliminate the discrimination found by the investigation.

Where the complaint involves the local workforce area as the respondent, the Report of Investigation will be sent to the President and CEO. Included will be a request that a reply be sent to the local workforce area's EEO Officer within 30 days with a proposed corrective action plan.

When the complaint does not involve the local workforce area as the respondent, the Report of Investigation will be sent to the chief administrative officer of the respondent. Included will be a request that the respondent reply to the local workforce area's EEO Officer within 30 days with a proposed corrective action plan.

## **J. MISCELLANEOUS PROVISIONS:**

- 1. Negotiated Settlement:** The parties may settle the complaint on mutually agreeable terms at any time during the local workforce area's EEO Officer's investigation, and the local workforce area encourages parties to do so. If settlement is achieved, its terms shall be reduced to writing and signed by the complainant and the respondent. A copy of the settlement agreement shall be filed with the local workforce area's EEO Officer along with a letter from the complainant withdrawing the complaint. The withdrawal will be without prejudice and the complainant will be able to re-file the complaint as noted below in the section "Complainant's "Right to Withdraw the Complaint."
- 2. Right to Representation:** Both the complainant and the respondent have the right to be represented at all stages of the complaint process by an attorney or other individual of their choice. Before a complainant or respondent's representative will be recognized by the local workforce area's EEO Officer, a written statement from the complainant or the respondent appointing such a representative must be received by the local workforce area's EEO Officer.
- 3. Retaliation:** No person or agency may discharge, or in any other manner discriminate or retaliate against any person, or deny to any person a benefit to which that person is entitled under the provisions of the Act or the regulations because such person has filed a complaint alleging discrimination, has testified or is about to testify in any such proceedings or investigation or has provided information or assisted in an investigation.
- 4. Respondent's Duty to Maintain Records:** Once the respondent becomes aware that a complaint has been filed with the local workforce area's EEO Officer or with another such agency (see list below,) the respondent shall preserve all

original personnel or participant records and other evidence relevant to the complaint until 3 years after the final Report of Investigation is issued. Where the respondent fails to preserve such records, an inference of discrimination may arise where there is a lack of documentation to refute the complainant's allegations. WIOA regulations require that records related to the complaint be kept for three years from the date the case file is closed.

5. **Respondent's Duty to Provide Information:** A respondent has a duty to provide the local workforce area's EEO Officer with relevant information necessary to the investigation. Where a respondent fails to provide requested information in the custody and control of the respondent in a timely manner, after notice and an opportunity to correct have been given, the failure may give rise to an inference of discrimination where there is a lack of information to refute the complainant's allegations.
6. **Complainant's Duty to Provide Information:** A complainant has a duty to provide the local workforce area's EEO Officer with relevant information necessary to the investigation. The local workforce area's EEO Officer may dismiss a complaint where a complainant, after notice and an opportunity to correct has been given, fails to provide requested information, refuses to submit to an interview or attend meetings, or otherwise refuses to cooperate to such an extent that the local workforce area's EEO Officer is unable to resolve the complaint. Under such circumstances, the complaint may be dismissed without a final determination of whether there is cause to believe the respondent violated a federal or state nondiscrimination law.
7. **Complainant's Right to Amend the Complaint:** The complainant has the right to amend the complaint at any time prior to the issuance of the initial notification letter. After that letter has been issued, the complainant can amend the complaint only with the permission of the local workforce area's EEO Officer. Where an amendment relates to the subject matter of the original complaint, the amendment will relate back to the date the original complaint was received by the local workforce area's EEO Officer. A complainant's "amendment" may not add additional issues (other than retaliation) not covered in the original complaint, and therefore must be considered separately as a new complaint.
8. **Complainant's Right to Withdraw the Complaint:** The complainant has the right to withdraw his or her complaint at any time prior to the issuance of the Report of Investigation. Such a withdrawal must be in writing and will be without prejudice, meaning the complainant reserves the right to re-file the complaint at any time before the filing deadline discussed above, in the section "When to File."
9. **Confidentiality:** Florida law [§119.07(2)(g), *Florida Statutes*] states that all records that relate to a charge of discrimination are not public record until the investigation is completed either by a final determination of discrimination or the investigation becoming inactive. Once the local workforce area's EEO Officer issues a Report of Investigation and the local workforce area's EEO Officer can confirm that it has been delivered to the complainant, the complaint file becomes

a public record and, unless exempted by another part of the public-records law, the file is open for public inspection. To assure due process, confirmation of delivery by the United States Postal Service return receipt or by another recognized delivery company that provides documentation of delivery, will document that the Report has been delivered.

Neither the complainant nor the respondent has a right to see information gathered as part of the investigation until the Report of Investigation has been issued. Nonetheless, the investigator may disclose information submitted by the complainant and respondent where it is necessary to further the investigation.

### **ACTION STEPS REQUIRED:**

Following are the action steps that must be taken by each CareerSource Pinellas staff, DEO staff located in CareerSource Pinellas offices, volunteers and interns.

- A. Each staff must review this policy directive. If the staff has a question about anything contained herein, it is his/her responsibility to immediately bring the question to the attention of his/her supervisor. If not resolved, the supervisor will contact the individual named under "Inquiries" below.
- B. It is the responsibility of each individual to immediately report any breach of this policy to the attention of the person named below.
- C. CareerSource Pinellas contract managers and appropriate Directors shall provide this policy to all partner agencies located in a CareerSource Pinellas facility, Program Contractors and Training vendors and require that each submit a letter stating that this policy was provided to all appropriate staff and that the partner or program contractor shall abide by this policy or submit their own to HR for review.
- D. Each supervisor, manager, and director is responsible for informing employees of this policy.
- E. Each individual must replace previous complaint policies with this policy reissuance.

### **POLICY AMENDMENTS OR REVOCATION:**

Notwithstanding any of the foregoing, CareerSource Pinellas reserves the right to revise or revoke this policy at any time.

This policy is written to establish local procedures and is not intended to supersede any applicable laws or regulations. Nothing in this policy shall be construed as creating any legal rights for any individual beyond the rights such persons may have under the

Workforce Innovation and Opportunity Act. Failure of CareerSource Pinellas to adhere strictly to the steps outlined within this policy shall not be construed as a violation of rights or administrative procedures.

## **INQUIRIES**

Anyone with a question about filing a grievance may contact the CareerSource Pinellas EEO Officer or any of the agencies listed in Table 1 which is attached:

**Steven Meier, EEO Officer**  
**smeier@careersourcepinellas.com**  
13805 58<sup>th</sup> St North. Suite 2-140  
Clearwater, Florida 33760  
727-608-1709  
TDD/TTY: 727-524-4344

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**Table 1**  
**Contact Information**  
**For Filing a Discrimination Complaint**

**Department of Economic Opportunity**  
**Office for Civil Rights**  
107 East Madison Street MSC 150  
Tallahassee, Florida 32399-4129  
(850) 921-3205  
TTY (via the Florida Relay Service): 711  
*in English, Spanish, French and Haitian Creole*  
FAX: (850) 921-3122

**Florida Commission on Human Relations**  
2009 Apalachee Parkway, Suite 100  
Tallahassee, Florida 32301  
(850) 488-7082  
1-800-342-8170  
TTY (via the Florida Relay Service): 711  
*in English, Spanish, French and Haitian Creole*  
FAX: (850) 488-5291

**U.S. Department of Labor**  
**Civil Rights Center**  
200 Constitution Avenue, NW  
Room N-4123  
Washington, DC 20210  
(202) 693-6500  
TTY: (202) 693-6515  
FAX: (202) 693-6505

**Equal Employment Opportunity**  
**Commission**  
**Miami District Office**  
One Biscayne Tower, Suite 2700  
2 South Biscayne Boulevard  
Miami, Florida 33131  
(305) 808-1740 or 1-800-669-4000  
TTY: (305) 536-5721 or 1-800-669-6820  
FAX: (305) 536-4011

**U.S. Department of Health & Human**  
**Services**  
**Office for Civil Rights**  
61 Forsyth Street, SW - Suite 3B70  
Atlanta, Georgia 30323  
(404) 562-7886  
TTY: (404) 331-2867  
FAX: (404) 562-7881

**Equal Employment Opportunity**  
**Commission**  
**Tampa Area Office**  
501 East Polk Street, Suite 1000  
Tampa, Florida 33602  
(813) 228-2310 or 1-800-669-4000  
TTY: (813) 228-2003 or 1-800-669-6820  
FAX: (813) 228-2841

**U.S. Department of Agriculture**  
**Office of Civil Rights**  
300 7th Street, SW; Suite 400  
Stop Code 9430  
Washington, DC 20250-9410  
(202) 401-1014  
TTY: (202) 401-0216  
FAX: (202) 690-5686