



## Workforce Development, Aging and Community Services Discrimination Complaint Procedures



### **Discrimination Complaint Procedures**

The following complaint procedures will be available on our program website [www.newfreedom.lacounty.gov](http://www.newfreedom.lacounty.gov)

Any person who believes that he or she has been discriminated against on the basis of race, color, national origin, sex, age, disability, religion, medical condition, marital status, and/or sexual orientation by Los Angeles County Workforce Development, Aging and Community Services or any of its contracted service providers may file a discrimination complaint by completing and submitting the WDACS Discrimination Complaint Form. WDACS will investigate complaints received no more than 60 days after the alleged incident. WDACS will only process complaints that are complete.

Once a complaint is received, WDACS will review it to determine if its office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated.

WDACS has 30 days to investigate the complaint. If more information is needed to resolve the case, WDACS may contact the complainant with a letter requesting additional information. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information by the 30<sup>th</sup> business day following the request, WDACS can administratively close the case. A case may also be closed if the complainant no longer wishes to pursue the complaint.

After the investigator reviews the complaint, he or she will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and the case will be closed. An LOF summarizes the allegations and the interviews regarding the incident, and explains whether any disciplinary, or other, action will occur. If the complainant wishes to appeal the decision, he or she will have 30 days after the date of the closure letter or the LOF to do so.

For transportation related issues, a complainant may file a complaint directly with the Federal Transit Administration by contacting the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Avenue SE, Washington, D.C. 20590.

If information is needed in another language, contact (213) 738-2604. (This portion will be provided in safe harbor languages as well.)



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Spanish Si usted necesita este documento traducido, por favor contáctenos al (888)863-7411.

Chinese 如果您需要翻译此表格, 请联系我们 (888) 863-7411。

Korean 이 양식 번역 필요 하면, (888)863-7411에 문의 하시기 바랍니다.

Vietnamese Nếu bạn cần mẫu đơn này dịch, xin vui lòng liên hệ với chúng tôi tại (888)863-7411.

Japanese このフォームの翻訳が必要な場合は、(888)863-7411 にお問い合わせください。

Russian Если вам нужна эта форма перевода, пожалуйста, свяжитесь с нами по (888)863-7411.

Thai ถ้าคุณต้องแปลแบบฟอร์มนี้ โปรดติดต่อเราที่ (888)863-7411

Armenian Եթե թարգմանության կարիք ունեք, խնդրում ենք կապվել մեզ (888) 863-7411 հեռախոսահամարով:

Tagalog Kung kailangan mo ang form na ito maisalin sa wikang tagalog, mangyaring makipag-ugnay sa amin sa (888)863-7411

Cambodian ប្រសិនបើអ្នកត្រូវការការបកប្រែទម្រង់នេះសូមទាក់ទងមកយើងខ្ញុំតាមលេខ (888) 863-7411