

Auxiliary aids and services for individuals with disabilities

Upon request and at no cost to the individual, DES provides auxiliary aids and services to effectively communicate with people with disabilities, including Qualified American Sign Language (ASL) interpreters and written information in formats such as large print, audio, and accessible electronic formats. If you need these services or would like more information, ask for Interpreter Services at 888.737.0259 (voice/TTY) or contact North Carolina's TTY Relay Service at 800.735.2962 or 711 (<http://www.relaync.com/tty>).

Equal Opportunity Is the Law

As a recipient of federal financial assistance, it is illegal for the N.C. Division of Employment Security (DES) to discriminate against anyone in the United States on the basis of race, color, religion, sex (including pregnancy, childbirth, related medical conditions, sex stereotyping, transgender status, or gender identity), national origin (including limited English proficiency), age, disability, 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. DES must not discriminate in granting admission or access to any WIOA Title I- financially assisted program or activity; providing opportunities in such a program or activity; or making employment decisions in the administration of 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.

What To Do If You Believe You Have Experienced Discrimination

If you think you have been discriminated against under a WIOA Title I-financially assisted program or activity, **you may file an initial complaint within 180 days from the date of the alleged violation.** If you believe DES failed to provide you with the services described above or discriminated against you, you can file an initial complaint with either DES or the U.S. Department of Labor Civil Rights Center (CRC).

Initial complaints may be filed with the DES Legal Services Section at grievance@commerce.nc.gov or by mail at Legal Services Section, Post Office Box 25903, Raleigh, NC 27611-5903. In most cases, DES has 90 days to resolve the complaint and issue a written Notice of Final Action. If you are not satisfied with the resolution, you may file a new complaint with the CRC within 30 days of the date on which you receive the Notice of Final Action. If DES fails to issue the Notice within 90 days of the date on which the complaint was filed, you may file a new complaint with CRC within 30 days of the expiration of the 90-day period.

Complaints may be filed with the U.S. Department of Labor Civil Rights Center (CRC) by mail at Director of the Civil Rights Center, U.S. Department of Labor, 200 Constitution Avenue NW., Room N-4123, Washington, D C 20210 or as directed at www.dol.gov/crc.