

# WRTP | BIG STEP

## WRTP/BIG STEP GRIEVANCE PROCEDURE SUMMARY AND ACKNOWLEDGEMENT FORM

### KEV HAS TAWM KEV TSI TXAUS SAB KWS TSI YOG TXIM TUAB NEEG

Nyob huv kev cai WIOA, hab lwm qhov nyaj txag kws muaj, ua ib tug koom tegu a num koj yeej muaj cai, tug koom teg los sis tug ua num. Yog koj ntseeg tas koj le cai raug yuam, tsi ua raws le cov kev cai dlej num, los sis muaj leej twg ua saib tsi taug koj, ces koj yeej muaj cai sau tau tawm tas koj tsi txaus sab.

### KEV TSI TXAUS SAB YUAV TSUM MUAB SAU HUV NTAWV HAB AND YUAV TSUM MUAJ COV LUG NUAV

1. Koj lub npe, chaw nyob, hab tug xuv tooj.
2. Koj lub npe, chaw nyob, hab tug xuv tooj ntawm tug tuab neeg los lub koom hum kws raug has tsi txaus sab rua.
3. Ib zaaj lug meej tseeb, nrug lub cov nyoog tuab si, has txug qhov kev has tas ua txhum.
4. Tshooj cai ua num kws koj ntseeg tas ua txhum rua (paub nyob twg).
5. Saib koj puas tau xaa ntawv tsi txaus sab rua lwm tug nom tswv, hab yog le ntawd lawm ces, yog xaa rua leej twg.
6. Yuav khu le caag txhaj hum le koj nyam.

Koj tsaab ntawv sau tsi txaus sab yuav tsum xaa rua tug tuab neeg saib kev tsi txaus sab ntawm txuj num los sis tug muab kev cob qha los sis lub chaw ua num hab yuav tsum sau kev tsi txaus sab tawm tsi pub ntev tshaaj le ib xyoos ntawm nub tshwm sim.

Tom qaab kws xaa dlaim ntawv tsi txaus sab kws raug lawm, nwg yuav raug tshawb fawb. Tom qaab tshawb fawb tav, koj yuav muaj caij sib thaam txug qhov fawb tau hab vaam tas yuav yuav muaj peev xwm khu tau koj qhov tsi txaus sab kws tsi taag siv kws lij choj le. Yog koj tsi txaus sab yuav raws le sib txuj kev sib khu nuav, koj tseem muaj cai thov kom kws tu plaub lug noog cov lug kom ncaaj nceeg.

Kev thov kom kws tu plaub noog cov lug nuav yuav tsum has tom qaab nub 15 ntawm thawj nub kws xaa dlaim ntawv tsi txaus sab. Kev thov kom kws tu plaub noog cov lug nuav yuav tsum yog sau ua ntawv nrug luam dlaim ntawv tsi txaus sab hab yog vim le caag koj txhaj tsi hum sab raws le kev sib khu ntawm txuj num los tug cob qha. Yuav tsum xaa rua:

**Matthew Waltz**  
**WRTP | BIG STEP**  
**3841 W Wisconsin Ave, Milwaukee, WI 53208**  
**(414) 342-9787**

Tom qaab koj thov kom kws tu plaub noog cov lug, yuav teem caij tsi dlhau 2 lim tam. Kev txav txim zag kawg yuav muaj tsi pub dlhau 60 nubntawm thawj nub kws xaa dlaim ntawv tsi txaus sab.

# WRTP | BIG STEP

WRTP/BIG STEP is an Equal Opportunity Employer and Service Provider. Auxiliary aids and services are available upon request to individuals with disabilities. If you need this information interpreted to a language you understand or in a different format, please contact Matthew Waltz, WRTP | BIG STEP, at 414-342-9787 or mwaltz@wrtp.org. Callers who are deaf or hearing or speech-impaired may reach us at Wisconsin Relay Number 711.

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TSEEM CEEB! Daim ntawv no muaj ib cov lus tseem ceeb qhia paub txog koj cov cai, cov luag hauj lwm thiab/los yog cov kev pab. Nws yog ib qho tseem ceeb uas koj yuav tau to taub cov lus nyob hauv daim ntawv no, thiab peb yuav muab tau cov lus no txhais ua koj hom lus yam koj tsis tau them nyiaj dab tsi. Hu rau 414-342-9787 yog xav tau kev pab kom muab cov lus nyob hauv daim ntawv no txhais rau koj kom koj to taub

Yog koj xaav tas muaj tug ua saib tsi taug koj txhum cai huv dlej num ntawm WIOA, koj muaj cai sau dlaim ntawv tsi txaus sab xob dlhau 180 nub ntawm nub ua txhum ntawd xaa rua huv WRTP/BIG STEP hab/los ncaaj nraim rua:

**Director, Civil Rights Center (CRC)**  
**ATTN: Office of External Enforcement**  
**200 Constitution Avenue NW, Room N-4123,**  
**Washington, DC 20210**

OR

**Equal Opportunity Officer**  
**WI Dept. of Workforce Development**  
**201 E. Washington Ave, PO Box 7972**  
**Madison, WI 53707**  
**(608) 266-6889; (866) 275-1165 (TTY)**

**AND / OR**

**Matthew Waltz**  
**WRTP | BIG STEP**  
**3841 W Wisconsin Ave, Milwaukee, WI 53208**  
**(414) 342-9787**

Ib dlaim ntawv tsi txaus sab rua qhov ua saib tsi taug kuj yuav xaa tau moog rua Phaab Saib Kev Ncaaj Nceeg Equal Rights Division (ERD) of the Department of Workforce Development. Yog qhov saib tsi taug ntawd yog hum rua lub xeev Wisconsin txuj cai Muab Dlej Num Ncaaj Nceeg Fair Employment Statutes, nwg yuav tsum xaa rua ERD tsi pub dlhau 300 nub tom qaab nub kws tshwm sim ua saib tsi taug ntawd. Nwg tseem ceeb yuav tsum paub tas txuj cai Dlej Num Ncaaj Nceeg huv xeev Wisconsin Fair Employment Statutes yeej leeg paub tiv thaiv cov paub tuab neeg tshaaj le nyob huv cov cai federal Civil Rights Statutes, xws le kev txwj nkawm, kev nyam quas puj los quas yawg, chaw tau nyaj lug, hab lwm yaam. Xaa koj dlaim ntawv tsi txaus sab rua ERD, txuas tau rua:

**Wisconsin Department of Workforce Development**  
**Equal Rights Division 819 N Sixth Street – Room 255**  
**Milwaukee, WI 53203**  
**(414) 227-4384 (voice)**  
**(414) 227-4081 (TTY)**

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## KEV QHA TAWM TXUG KEV TUB SAAB HAB YUAM CAI TXHUA RUA COV NYAJ TXAG HUV DWD

Koj muaj cai thov tau ib dlaim natwv tshaaj lug txug Wisconsin WIOA Fraud and Abuse Incident Report lug ntawm Elizabeth Jankowski, Complaint Officer, WRTP/BIG STEP, 414 270-1759, los yog yog tas koj ho ntshai tsaam muaj teeb meem rua koj txuj num nua koj muaj cai hu tau the Federal Office of Inspector General Hotline tug xuv tooj muaj kaam ceev hu dlawb (800) 347- 3756, los yog koj muaj cai hu rua the Wisconsin Department of Workforce Development, Angela M. Vasquez, at (608) 266-9487.

## ACUSE DE RECIBO

THAUM KUS NPE HUV QAAB NUAUV, kuv leeg paub, tas tau nyeem, to taub hab tau txais ib dlaim ntawv luam ntawm Kev Has Kev Tsi Txaus Sab huv WRTP/BIG STEP hab dlaim ntawv Qha Has Kev Tsi Txaus Sab Has Taag Nrho hab Leeg Paub nuav.

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Sua Npe

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Kus Npe

Nub Kus Npe

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