



NOTICE!

Our goal is to provide you with quality service.

Please take a moment to complete a Customer Comment Card to tell us about your experience.

If you **ARE** satisfied with our service, *please tell us & tell OTHERS!*

If you **ARE NOT** satisfied with our service, *please ask to speak to a member of the supervisory staff and give them the opportunity to discuss your complaint and attempt to address your questions or concerns.*

The American Job Center recognizes that questions and/or concerns may go beyond the realm of customer service. The Center has a procedure in place to assure that your rights under the law have not been violated if your complaint alleges discrimination or the denial of services to which you are entitled.

You may request and complete a WIOA Participant Complaint/Grievance Form and submit it as listed below:

American Job Center
ATTN: Stephanie Seemion, WDB Director
2424 Third Street
Lake Charles LA 70601
sseemion@lwia51.com

If your complaint is not resolved to your satisfaction, you may file with the local, state and federal agencies by contacting our office or submit directly to the agencies as listed below:

<u>LOCAL</u>	<u>STATE</u>	<u>FEDERAL</u>
<p><u>Workforce Development Board</u> Ms. Jazelle Jones, Local Equal Opportunity Coordinator (LOEC) Allen August Multi Purpose Center 2001 Moeling St. /P.O. Box 3171 Lake Charles LA 70602 Phone: 337-721-4030 Ext. 5046 Fax: 337-721-4180 TDD: 1-800-947-5277 or 711</p>	<p><u>Louisiana Commission on Human Rights</u> Evella L. Quiett, Compliance Programs Director Louisiana Workforce Commission Equal Opportunity Compliance Division P.O. Box 94094 /1001 North 23rd Street, Ste.262 Baton Rouge, LA 70802-9094 Phone: 225-342-7961 Fax: 225-342-5801 TDD:1-800-259-5154</p>	<p><u>The Director of the Civil Rights Center</u> U.S. Department of Labor 200 Constitution Ave NW Room N-4123 Washington, DC 20210</p>

American Job Centers serving Allen, Beauregard, Calcasieu, Cameron, Jeff Davis and Vernon Parishes are sponsored by the Calcasieu Parish Police Jury in conjunction with the Workforce Development Board and the Louisiana Workforce Commission.

An Equal Opportunity Employer Program

Auxiliary aids and services are available upon request to individuals with disabilities and also for persons with limited English proficiency.

2424 3rd Street • Lake Charles, LA 70601 • 337-721-4010 TDD/TTY 1-800-947-5277 or 711, 1-800-846-5277