IEC-FECC Complaint Procedures:
The first step in the complaint procedure is to send a letter to IEC-FECC explaining your complaint. We will do everything in our power to resolve the situation that you feel is the basis of your complaint. The letter needs to be sent to our office at the following address:

IEC-FECC
5656 Corporate Way
West Palm Beach, FL 33407
Attn: Joshua Fuller, Apprenticeship Director

Your letter is to be dated including your full name, address, contact information of where you can be reached as well as the dates, times and place that the incident occurred. Please provide us with as much information as possible.

If after the review, and proper action steps have been taken to resolve your complaint, you are still not satisfied with the results, the complaint will then be directed to the State of Florida Department of Education.

If you have any questions, please contact us at 561-697-4893.

Please carefully read the two complaint procedures listed below and sign and date.

29 CFR 30.11 Complaint Affirmative Action/Procedure

(a) Filing.

(1) Any apprentice or applicant for apprenticeship who believes that he or she has been discriminated against on the basis of race, color, religion, national origin, or sex with regard to apprenticeship or that the equal opportunity standards with respect to his or her selection have not been followed in the operation of an apprenticeship program may, personally or through an authorized representative, file a complaint with the Department, or, at the apprentice’s or applicant’s election, with a private review body established pursuant to paragraph (a)(3) of this section. The complaint shall be in writing and shall be signed by the complainant. It must include the name, address and telephone number of the person allegedly discriminated against, the program sponsor involved, and a brief description of the circumstances of the failure to apply the equal opportunity standards provided for in this part.

(2) The complaint must be filed not later than 180 days from the date of the alleged discrimination or specified failure to follow the equal opportunity standards; and, in the case of complaints filed directly with review bodies designated by program sponsors to review such complaints, any referral of such complaint by the complainant to the Department must occur within the time limitation stated above or 30 days from the final decision of such review body, whichever is later. The time may be extended by the Department for good cause shown.

(3) Sponsors are encouraged to establish fair, speedy, and effective procedures for a review body to consider complaints of failure to follow the equal opportunity standards. A private review body established by
the program sponsor for this purpose should number three or more responsible persons from the community serving in this capacity without compensation. Members of the review body should not be directly associated with the administration of an apprenticeship program. Sponsors may join together in establishing a review body to serve the needs of programs within the community.

__________________________________________________________________________  _______________________________________________________________________
Signature of Apprentice        Date

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(http://ecfr.gpoaccess.gov/)

(b) Except for matters described in paragraph (a) of this section, any controversy or difference arising under an apprenticeship agreement which cannot be adjusted locally and which is not covered by a collective bargaining agreement, may be submitted by an apprentice, or the apprentice’s authorized representative, to the appropriate Registration Authority, either Federal or State, which has registered and/or approved the program in which the apprentice is enrolled, for review. Matters covered by a collective bargaining agreement are not subject to such review.

(c) The complaint must be in writing and signed by the complainant, or authorized representative, and must be submitted within 60 days of the final local decision. It must set forth the specific matters(s) complained of, together with relevant facts and circumstances. Copies of pertinent documents and correspondence must accompany the complaint. These documents will be presented to the committee board.

(d) The Office of Apprenticeship or recognized State Apprenticeship Agency, as appropriate, will render an opinion within 90 days after receipt of the complaint, based upon such investigation of the matters submitted as may be found necessary, and the record before it. During the 90-day period, the Office of Apprenticeship or recognized State Apprenticeship Agency will make reasonable efforts to affect a satisfactory resolution between the parties involved. If so resolved, the parties will be notified that the case is closed. Where an opinion is rendered, copies will be sent to all interested parties.

__________________________________________________________________________  _______________________________________________________________________
Signature of Apprentice        Date