LETTERHEAD

Date

Name

Address

City, State Zip

Dear \_\_\_\_\_:

It is the intent of the NC Workforce Development Boards and Division of Workforce Solutions (DWS) to provide a safe environment for customers seeking services and staff in the NCWorks Career Center. The DWS has an NCWorks Career Center Code of Conduct policy that applies to customers in all NCWorks Career Centers across the state.

Any NCWorks Career Center customer who violates this Code of Conduct policy is subject to disciplinary action that may range from suspension to limited and/or lifetime banishment from the center in which the violation occurred and/or all NCWorks Career Centers.

As a result of your recent behavior (listed below) at the \_\_\_\_\_\_\_ NCWorks Career Center, you are hereby banned from \_\_\_\_\_\_\_\_\_\_\_\_NCWorks Career Center for \_\_\_\_\_\_\_\_\_\_\_ (weeks/months/life).

As a result of your recent behavior (listed below) at the \_\_\_\_\_\_\_ NCWorks Career Center, you are hereby

suspended from \_\_\_\_\_\_\_\_\_\_\_\_NCWorks Career Center for \_\_\_\_\_\_\_\_\_\_\_ (weeks/months/life).

Specifically, on \_\_\_\_\_ you engaged in the following behavior:

LIST TYPE OF BEHAVIOR (EXAMPLES BELOW)

[You came in to the NCWorks Career Center on {DAY, MTH, 20XX} and demanded to see a staff member. You demanded that the staff member correct the issue and, “get me my money”. You were loud, aggressive, hostile, and threatening and would not listen to any explanations or concerns that the staff member had. You were aggressive both physically and verbally. Among other unacceptable behaviors, you approached a staff member too close while waving your arms in a hostile manner. You yelled loudly, multiple times disrupting other customers and staff. You threatened the staff member with physical harm. The staff member asked you to leave multiple times before you complied with the request. The staff were concerned for their safety.]

If you violate this ban, we will be forced to contact the local law enforcement authorities and pursue criminal trespassing charges against you.

If you require assistance with an unemployment insurance claim, you may call the Customer Call Center at 1-888-737-0259 or contact them through email at: [des.ui.customerservice@commerce.nc.gov](mailto:des.ui.customerservice@commerce.nc.gov).

You may continue to use the online resources available to you through our NCWorks website at: www.ncworks.gov.

Regards,

Name

\_\_\_\_\_\_\_\_ Assistant Secretary, NC Division of Workforce Solutions

**Note: Banishment/Suspension letters must be signed by the Assistant Secretary or designee.**