

STATE OF FLORIDA
REEMPLOYMENT ASSISTANCE APPEALS COMMISSION

In the matter of:

Claimant/Appellant

R.A.A.C. Order No. 13-07223

vs.

Referee Decision No. 13-64010U

Employer/Appellee

ORDER OF REEMPLOYMENT ASSISTANCE APPEALS COMMISSION

This case comes before the Commission for disposition of the claimant's appeal pursuant to Section 443.151(4)(c), Florida Statutes, of a referee's decision wherein the claimant was held disqualified from receipt of benefits and the employer's account was noncharged.

Pursuant to the appeal filed in this case, the Reemployment Assistance Appeals Commission has conducted a complete review of the evidentiary hearing record and decision of the appeals referee. *See* §443.151(4)(c), Fla. Stat. By law, the Commission's review is limited to those matters that were presented to the referee and are contained in the official record.

The referee's findings of fact state as follows:

The claimant began working as an activities administrator at the employer of record, a skilled nursing facility. The claimant began work on February 15, 2012. On or about April 2, 2013, the claimant gave the employer a physician's excuse that the claimant should be excused from work until May 10, 2013. On April 2, 2013, the claimant requested leave under FMLA (Family [and] Medical Leave Act). On or about April 2, 2013, the claimant left Florida for Texas. The claimant failed to submit the FMLA paper work with[in] the 15-day requirement. The claimant's FMLA paper work asserted that the claimant was totally disabled. On April 23, 2013, the employer requested the claimant undergo examination by the employer's physician for a second medical opinion as allowed by FMLA rules and regulations. The claimant refused to attend the physician's appointment as requested by the employer. On May 8, 2013, the claimant flew from Texas to

Florida to see her own physician located in the vicinity of the employer. On May 10, 2013, the claimant did not return to work. The employer informed the claimant that she had taken an unauthorized leave of absence because the claimant had failed to submit her FMLA paper work within the 15-day requirement and failed to comply with the employer's request for a second medical opinion. The employer knew that the claimant had been living in another state since close to after the time the claimant requested her leave under FMLA. The employer notified the claimant that it had begun searching for a replacement if the claimant did not return to her position. The claimant never returned back from leave. The claimant was effectively discharged on March 29, 2013, the last day that the claimant physically worked for the employer because she did not return to work and was not on authorized leave.

Based on these findings, the referee held the claimant was discharged for misconduct connected with work. Upon review of the record and the arguments on appeal, the Commission concludes the record was not sufficiently developed and the findings are incomplete. In addition, procedural errors occurred during the hearing process; consequently, the case must be remanded.

Section 443.036(30), Florida Statutes, states that misconduct connected with work, "irrespective of whether the misconduct occurs at the workplace or during working hours, includes, but is not limited to, the following, which may not be construed in *pari materia* with each other":

- (a) Conduct demonstrating a conscious disregard of an employer's interests and found to be a deliberate violation or disregard of the reasonable standards of behavior which the employer expects of his or her employee.
- (b) Carelessness or negligence to a degree or recurrence that manifests culpability or wrongful intent, or shows an intentional and substantial disregard of the employer's interests or of the employee's duties and obligations to his or her employer.
- (c) Chronic absenteeism or tardiness in deliberate violation of a known policy of the employer or one or more unapproved absences following a written reprimand or warning relating to more than one unapproved absence.

(d) A willful and deliberate violation of a standard or regulation of this state by an employee of an employer licensed or certified by this state, which violation would cause the employer to be sanctioned or have its license or certification suspended by this state.

(e) A violation of an employer's rule, unless the claimant can demonstrate that:

1. He or she did not know, and could not reasonably know, of the rule's requirements;
2. The rule is not lawful or not reasonably related to the job environment and performance; or
3. The rule is not fairly or consistently enforced.

In this case, the employer contends that the claimant was either terminated, or deemed to have quit, for three reasons: (1) she failed to provide medical certification as requested by the employer and required by the Family and Medical Leave Act ("FMLA") on a timely basis; (2) she failed to comply with the employer's FMLA-authorized request to visit a physician selected by the employer in order to obtain a second opinion as to her need for medical leave; and (3) she failed to return to work at the conclusion of her requested leave period. The referee concluded that, as to the second and third contentions, the employer had established that the claimant was subject to disqualification for misconduct as defined in Section 443.036(30)(a), Florida Statutes. These conclusions, however, are clearly erroneous as to the second issue and premature as to the third. With respect to the first two issues, there is no basis in the record to conclude that the claimant's actions or inactions with respect to FMLA medical certification can be deemed misconduct under the reemployment assistance law. As to the third issue, the claimant contended that she did not return from leave because she believed she had been discharged, and the referee's decision does not adequately address this contention.

1. Timeliness of the Claimant's Medical Certification

At the hearing before the appeals referee, the claimant testified that she took a leave of absence because she had been sexually harassed and was suffering from "post traumatic" syndrome. She then went to Texas where she had family who could assist her with emotional and financial support. Prior to doing so, she provided her Florida treating physician with a copy of the medical certification paperwork from her employer on April 3, 2013, a day after she began her leave. According to a note submitted by the claimant's treating physician, because of an oversight in the physician's office, the paperwork was not faxed to the employer until April 18, 2013, one day after it was due.

The medical certification provision of the FMLA regulations states that “[t]he employee must provide the requested certification to the employer within 15 calendar days after the employer’s request, unless it is not practicable under the particular circumstances to do so despite the employee’s diligent, good-faith efforts” 29 C.F.R. §825.305(b). In the commentary to the 2008 revision to the regulations, the Department of Labor advised that “employers should be mindful that employees must rely on the cooperation of their healthcare providers and other third parties in submitting the certification and that employees should not be penalized for delays over which they have no control.” 73 Fed. Reg. 67934, 68011 (November 17, 2008). In the absence of evidence that the claimant did not make reasonably diligent efforts to secure the medical certification timely, we hold, as we have previously, that whether or not the delay in providing the initial medical certification imperils FMLA protection, it does not constitute misconduct within the meaning of the reemployment assistance law. *See* R.A.A.C. Order No. 14-00132 (May 27, 2014).

2. Failure to Cooperate with the Second Opinion

The record reflects that on April 23, 2013, while the claimant was in Texas with family, the vice president of human resources advised the claimant that she was required to see the employer's physician in *Florida* the next day, April 24, and the vice president admitted he knew the claimant was in *Texas* at the time he gave her this instruction. The claimant was unable to comply with the employer's requirement because she was in Texas, the physician's appointment was in Florida, and she could not reschedule a flight she had already planned for May 8 on such short notice. The Commission notes that the employer did not offer to reschedule the appointment for the second opinion in Florida to a later date or offer the claimant the opportunity to see a physician in Texas at that time. Additionally, the claimant testified that, when she was told about the April 24 doctor’s appointment, she explained to the vice president of human resources that she could not make the appointment on such short notice, but that she was seeing her doctor on May 8. She testified that the vice president of human resources told her to “keep him posted” and not to worry about her position, and that he would try to find a doctor for her to see in Texas.

While the referee reasoned that the claimant should have attempted to alter her travel arrangements to meet with the employer’s physician, being given less than 24 hour notice to return to Florida from Texas to meet with the employer’s physician was clearly unreasonable under the circumstances. While the second opinion provision of the FMLA (29 U.S.C. §2613(c) & 29 C.F.R. §825.307(b)) does not provide a specific amount of time for an employee to comply with the request to visit a physician selected by the employer, the touchstone of the various notice provisions

of the FMLA is reasonableness.¹ The claimant cannot be held disqualified for failing to attempt compliance with such an unreasonable demand. Accordingly, the referee's conclusion that the claimant did not demonstrate the propriety of her actions by attempting to change her flight to meet with the employer's physician and by not complying with the employer's request for a second physician's opinion is rejected. If the claimant was discharged simply because she did not attend the April 24 doctor's appointment, the discharge was for reasons other than misconduct. On remand, however, if the employer contends that it attempted to make other arrangements for the claimant to visit a second physician and that she failed to cooperate, the referee must develop the record and make specific findings as to that issue.

3. Whether the Claimant Failed to Return from Leave

As to the final issue, we note, initially, that the employer's witnesses gave inconsistent testimony regarding whether the claimant was discharged or quit and, if she was discharged, when and why she was discharged. The employer's administrator and vice president of human resources both testified the claimant was discharged when she was absent without notice on May 13 and 14, 2013, after the Friday, May 10 expiration of her doctor's note, but the administrator also testified that the claimant was discharged effective March 29, 2013, because she was on an unauthorized leave. This latter contention implies that the employer had retroactively denied the claimant's FMLA leave when she allegedly failed to cooperate with the request for a second opinion. The administrator later testified that the claimant's job was still open and that the claimant had never been sent any COBRA documentation. This witness, therefore, appears to be taking the contrary positions that the claimant was discharged (and states when the claimant was discharged) and that the claimant quit through job abandonment. On remand, the referee is directed to determine exactly when and why the claimant was separated from the job and to consider these inconsistencies in the employer's testimony when resolving credibility issues.

The vice president of human resources testified that he had advised the claimant that the employer was advertising for her job and that she would be replaced *if* the employer found someone to replace her before she returned to work. The claimant testified that she was later told by coworkers that her job had been posted, and when she was next able to reach the vice president of human resources, he told her she was discharged for failing to attend the April 24 appointment. The

¹ See generally 29 U.S.C. §§2612(e)(1) and 29 C.F.R. §§825.305(b).

claimant further testified that after she went to her physician's appointment in Florida on May 8, 2013, she contacted the employer regarding returning to work and was told she had been terminated and was not allowed on the property. The claimant, however, did not identify the person with whom she spoke on this occasion.

When an employer's words or actions reasonably lead a worker to believe a separation has taken place or is taking place, the worker's reaction is not to be construed as a voluntary leaving of work. *LeDew v. Unemployment Appeals Commission*, 456 So. 2d 1219 (Fla. 1st DCA 1984). The referee is directed to consider whether the employer's words or actions reasonably caused the claimant to believe she had been discharged, and if so, whether this occurred before the date the claimant was due to return from leave. We also note that the claimant contends her leave was to extend until May 14, 2013, while the employer contends that her last day of leave was May 10, 2013. The referee should address this issue as well in the findings.

The Commission notes that the referee repeatedly went back and forth between the claimant and the employer's witnesses rather than adducing one witness' testimony at a time, completing that testimony, and then going to the other party for rebuttal. This practice is improper and hinders the clear and logical development of the record. The referee should refrain from this practice and should complete the direct questioning of a witness, proceed to cross-examination and then rebuttal, and then proceed to the next witness.

Because the foregoing issues must be resolved before the Commission can dispose of this case, the referee's decision is vacated and the case is remanded for such further proceedings as are necessary. The referee shall specifically address and resolve not only the conflicts in evidence between the parties, but also the internally conflicting evidence and positions of the employer's witnesses. The referee shall then address whether the claimant quit or was discharged and whether the claimant's separation was under such circumstances that she should be disqualified from receipt of benefits.

The decision of the appeals referee is vacated and the case is remanded for further proceedings.

It is so ordered.

REEMPLOYMENT ASSISTANCE APPEALS COMMISSION

Frank E. Brown, Chairman
Thomas D. Epsky, Member
Joseph D. Finnegan, Member

This is to certify that on

5/30/2014,

the above Order was filed in the office of the Clerk of the Reemployment Assistance Appeals Commission, and a copy mailed to the last known address of each interested party.

By: Kady Thomas

Deputy Clerk



DEPARTMENT OF ECONOMIC OPPORTUNITY
Reemployment Assistance Appeals
MSC 350WD CALDWELL BUILDING
107 EAST MADISON STREET
TALLAHASSEE FL 32399-4143

IMPORTANT: For free translation assistance, you may call 1-800-204-2418. Please do not delay, as there is a limited time to appeal.
IMPORTANTE: Para recibir ayuda gratuita con traducciones, puede llamar al 1-800-204-2418. Por favor hágalo lo antes posible, ya que el tiempo para apelar es limitado.
ENPÒTAN: Pou yon intèpret asistè ou gratis, nou gendwa rélé 1-800-204-2418. Sil vou plè pa pràn àmpil tòn, paské tòn limitè pou ou ranpli apèl la.

Docket No. 2013-64010U

Jurisdiction: §443.151(4)(a)&(b) Florida Statutes

CLAIMANT/Appellee

EMPLOYER/Appellant

APPEARANCES: CLAIMANT & EMPLOYER

LOCAL OFFICE #: 3565-0

DECISION OF APPEALS REFEREE

Important appeal rights are explained at the end of this decision.

Derechos de apelación importantes son explicados al final de esta decisión.

Yo eksplike kèk dwa dapèl enpòtan lan fen desizyon sa a.

Issues Involved: SEPARATION: Whether the claimant was discharged for misconduct connected with work or voluntarily left work without good cause as defined in the statute, pursuant to Sections 443.101(1), (9), (10), (11); 443.036(30), Florida Statutes; Rule 73B-11.020, Florida Administrative Code.

CHARGES TO EMPLOYMENT RECORD: Whether benefit payments made to the claimant shall be charged to the employment record of the employer, pursuant to Sections 443.101(9); 443.131(3)(a), Florida Statutes; Rules 73B-10.026, 11.018, Florida Administrative Code. (If employer charges are not at issue on the current claim, the hearing may determine charges on a subsequent claim.)

Findings of Fact: The claimant began working as an activities administrator at the employer of record, a skilled nursing facility. The claimant began work on February 15, 2012. On or about April 2, 2013, the claimant gave the employer a physician's excuse that the claimant should be excused from work until May 10, 2013. On April 2, 2013, the claimant requested leave under FLMA (Family Medical Leave Act). On or about April 2, 2013, the claimant left Florida for Texas. The claimant failed to submit the FMLA paper work with the 15-day requirement. The claimant's FMLA paper work asserted that the claimant was totally disabled. On April 23, 2013, the employer requested the claimant undergo examination by the employer's physician for a second medical opinion as allowed by FMLA rules and regulations. The claimant refused to attend the physician's appointment as requested by the employer. On May 8, 2013, the claimant flew from Texas to Florida to see her own physician located in the vicinity of the employer. On May 10, 2013, the claimant did not return to work. The employer informed the claimant that she had taken an unauthorized leave of absence because the claimant had failed to submit her FMLA paper work within the 15-day requirement and failed to comply with the employer's request for a second medical opinion. The employer knew that the claimant had been living in another state since close to after the time the claimant requested her leave under

FMLA. The employer notified the claimant that it had begun searching for a replacement if the claimant did not return to her position. The claimant never returned back from leave. The claimant was effectively discharged on March 29, 2013, the last day that the claimant physically worked for the employer because she did not return to work and was not on authorized leave.

Conclusions of Law: As of June 27, 2011, the Reemployment Assistance Law of Florida defines misconduct connected with work as, but is not limited to, the following, which may not be construed in pari materia with each other:

- (a) Conduct demonstrating conscious disregard of an employer's interests and found to be a deliberate violation or disregard of the reasonable standards of behavior which the employer expects of his or her employee.
- (b) Carelessness or negligence to a degree or recurrence that manifests culpability, or wrongful intent, or shows an intentional and substantial disregard of the employer's interest or of the employee's duties and obligations to his or her employer.
- (c) Chronic absenteeism or tardiness in deliberate violation of a known policy of the employer or one or more unapproved absences following a written reprimand or warning relating to more than one unapproved absence.
- (d) A wilful and deliberate violation of a standard or regulation of this state by an employee of an employer licensed or certified by this state, which violation would cause the employer to be sanctioned or have its license or certification suspended by this state.
- (e) A violation of an employer's rule, unless the claimant can demonstrate that:
 1. He or she did not know, and could not reasonably know, of the rules requirements;
 2. The rule is not lawful or not reasonably related to the job environment and performance;
or
 3. The rule is not fairly or consistently enforced.

The record shows that the claimant was discharged. In cases of discharge, the burden of proving misconduct is on the employer. Lewis v. Unemployment Appeals Commission, 498 So.2d 608 (Fla. 5th DCA 1986). The proof must be by a preponderance of competent substantial evidence. De Groot v. Sheffield, 95 So.2d 912 (Fla. 1957); Tallahassee Housing Authority v. Unemployment Appeals Commission, 483 So.2d 413 (Fla. 1986).

Florida Statute, Sec. 443.036(30)(a) defines misconduct as conduct demonstrating conscious disregard of an employer's interests and found to be a deliberate violation or disregard of the reasonable standards of behavior which the employer expects of his or her employee.

In the instant case, the employer provided competent evidence that the claimant did not comply with the employer's request for a second opinion with a physician of the employer's choice as is permitted by the FMLA and the claimant further failed to return to employment after the leave period had expired. When an employer establishes prima facie evidence of misconduct, the burden shifts to the employee to come forward with proof of the propriety of that conduct. Alterman Transport Lines, Inc. v. Unemployment Appeals Commission, 410 So.2d 568 (Fla. 1st DCA 1982). The burden of proof in an employee discharge matter is initially upon the employer to prove misconduct. See Donnell v. University Community Hosp., 705 So. 2d 1031 (Fla. 2d DCA 1998). When the employer meets that initial burden, the employee is required to demonstrate the propriety of his/her actions. See Sheriff of Monroe County v. Unemployment Appeals Commission, 490 So. 2d 961 (Fla. 3d DCA 1986). The employer shifted the burden to the claimant to come forward with evidence to explain the propriety of the actions. The claimant did not demonstrate the propriety of her actions. The claimant is thus subject to disqualification.

The law provides that benefits will not be charged to the employment record of a contributing employer who furnishes required notice to the Department when the claimant was discharged for misconduct connected with the work.

The claimant was discharged for misconduct, the employer's account shall not be charged.

Consideration was given to the claimant's contention that at the time the claimant had applied for FMLA, the claimant had gone to Texas to be with family and could not make the employer's appointment. However, the claimant was able to fly to make an appointment to see her own physician who was in the vicinity of the employer and who had provided the initial excuse that the claimant should be excused from work until May 10, 2013. However, the claimant did not attempt to change her flight date to meet the appointment with the employer's physician. The claimant wrote no letters to her employer requesting clarification of her employment status although she had been told that the employer was seeking a replacement for the claimant if she did not return. The claimant requested FMLA as being totally disabled. Under FMLA, the employer was entitled to request the claimant undergo a second opinion. During the hearing, the claimant testified that she is not totally disabled. Given the above, the claimant's contentions are respectfully rejected.

Moreover, the hearing officer was presented with conflicting testimony regarding material issues of fact and is charged with resolving these conflicts. The claimant contended that the employer was going to find a physician in Texas as a second opinion. On the other hand, the employer contended that the employer did not know any physicians located in Texas and did not offer to find a Texas physician for the claimant. Due to the reasons stated above, and the claimant's demeanor and improbability of the claimant's assertions, the employer's contention is accepted. In Order Number 2003-10946 (December 9, 2003), the Commission set forth factors to be considered in resolving credibility questions. These factors include the witness' opportunity and capacity to observe the event or act in question; any prior inconsistent statement by the witness; witness bias or lack of bias; the contradiction of the witness' version of events by other evidence or its consistency with other evidence; the inherent improbability of the witness' version of events; and the witness' demeanor. Upon considering these factors, the hearing officer finds the testimony of the employer to be more credible. Therefore, material conflicts in the evidence are resolved in favor of the employer.

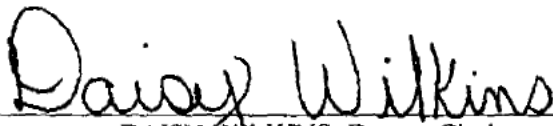
Decision: The determination dated June 24, 2013, is MODIFIED, to reflect the correct issue start date as March 24, 2013. As modified, the determination is REVERSED. The claimant is disqualified for receipt of benefits from March 24, 2013, plus 5 weeks, and until the claimant earns \$4,675. The employer's account shall not be charged.

If this decision disqualifies and/or holds the claimant ineligible for benefits already received, the claimant will be required to repay those benefits. The specific amount of any overpayment will be calculated by the Department and set forth in a separate overpayment determination, unless specified in this decision. However, the time to request review of this decision is as shown above and is not stopped, delayed or extended by any other determination, decision or order.

This is to certify that a copy of the above decision was mailed to the last known address of each interested party on August 13, 2013.

MARSHA ROGERS
Appeals Referee

By:


DAISY WILKINS, Deputy Clerk

IMPORTANT - APPEAL RIGHTS: This decision will become final unless a written request for review or reopening is filed within 20 calendar days after the mailing date shown. If the 20th day is a Saturday, Sunday or holiday defined in F.A.C. 73B-21.004, filing may be made on the next day that is not a Saturday, Sunday or holiday. If this decision disqualifies and/or holds the claimant ineligible for benefits already received, the claimant will be required to repay those benefits. The specific amount of any overpayment will be calculated by the Department and set forth in a separate overpayment determination. However, the time to request review of this decision is as shown below and is not stopped, delayed or extended by any other determination, decision or order.

A party who did not attend the hearing for good cause may request reopening, including the reason for not attending, at <https://iap.floridajobs.org/> or by writing to the address at the top of this decision. The date the confirmation number is generated will be the filing date of a request for reopening on the Appeals Web Site.

A party who attended the hearing and received an adverse decision may file a request for review to the Reemployment Assistance Appeals Commission, Suite 101 Rhyne Building, 2740 Centerview Drive, Tallahassee, Florida 32399-4151; (Fax: 850-488-2123); <https://raaciap.floridajobs.org/>. If mailed, the postmark date will be the filing date. If faxed, hand-delivered, delivered by courier service other than the United States Postal Service, or submitted via the Internet, the date of receipt will be the filing date. To avoid delay, include the docket number and claimant's social security number. A party requesting review should specify any and all allegations of error with respect to the referee's decision, and provide factual and/or legal support for these challenges. Allegations of error not specifically set forth in the request for review may be considered waived.

IMPORTANTE - DERECHOS DE APELACIÓN: Esta decisión pasará a ser final a menos que una solicitud por escrito para revisión o reapertura se registre dentro de 20 días de calendario después de la fecha marcada en que la decisión fue remitida por correo. Si el vigésimo (20) día es un sábado, un domingo o un feriado definidos en F.A.C. 73B-21.004, el registro de la solicitud se puede realizar en el día siguiente que no sea un sábado, un domingo o un feriado. Si esta decisión descalifica y/o declara al reclamante como inelegible para recibir beneficios que ya fueron recibidos por el reclamante, se le requerirá al reclamante rembolsar esos beneficios. La cantidad específica de cualquier sobrepago [*pago excesivo de beneficios*] será calculada por la Agencia y establecida en una determinación de pago excesivo de beneficios que será emitida por separado. Sin embargo, el límite de tiempo para solicitar la revisión de esta decisión es como se establece anteriormente y dicho límite no es detenido, demorado o extendido por ninguna otra determinación, decisión u orden.

Una parte que no asistió a la audiencia por una buena causa puede solicitar una reapertura, incluyendo la razón por no haber comparecido en la audiencia, en <https://iap.floridajobs.org/> o escribiendo a la dirección en la parte superior de esta decisión. La fecha en que se genera el número de confirmación será la fecha de registro de una solicitud de reapertura realizada en el Sitio Web de la Oficina de Apelaciones.

Una parte que asistió a la audiencia y recibió una decisión adversa puede registrar una solicitud de revisión con la Comisión de Apelaciones de Desempleo; Reemployment Assistance Appeals Commission, Suite 101 Rhyne Building, 2740 Centerview Drive, Tallahassee, Florida 32399-4151; (Fax: 850-488-2123); <https://raaciap.floridajobs.org/>. Si la solicitud es enviada por correo, la fecha del sello de la oficina de correos será la fecha de registro de la solicitud. Si es enviada por telefax, entregada a mano, entregada por servicio de mensajería, con la excepción del Servicio Postal de Estados Unidos, o realizada vía el Internet, la fecha en la que se recibe la solicitud será la fecha de registro. Para evitar demora, incluya el número de expediente [*docket number*] y el número de seguro social del reclamante. Una parte que solicita una revisión debe especificar cualquiera y todos los alegatos de error con respecto a la decisión del árbitro, y proporcionar fundamentos reales y/o legales para substanciar éstos desafíos. Los alegatos de error que no se establezcan con especificidad en la solicitud de revisión pueden considerarse como renunciados.

ENPÒTAN – DWA DAPÈL: Desizyon sa a ap definitiv sòf si ou depoze yon apèl nan yon delè 20 jou apre dat nou poste sa a ba ou. Si 20^{yèm} jou a se yon samdi, yon dimanch oswa yon jou konje, jan sa defini lan F.A.C. 73B-21.004, depo an kapab fèt jou aprè a, si se pa yon samdi, yon dimanch oswa yon jou konje. Si desizyon an diskalifye epi/oswa deklare moun k ap fè demann lan pa kalifye pou alokasyon li resevwa deja, moun k ap fè demann lan ap gen pou li remèt lajan li te resevwa a. Se Ajans lan k ap kalkile montan nenpòt ki peman anplis epi y ap detèmine sa lan yon desizyon separe. Sepandan, delè pou mande revizyon desizyon sa a se delè yo bay anwo a; Okenn lòt detèminasyon, desizyon oswa lòd pa ka rete, retade oubyen pwolonje dat sa a.

Yon pati ki te gen yon rezon valab pou li pat asiste seyans lan gen dwa mande pou yo ouvri ka a ankò; fòk yo bay rezon yo pat ka vini an epi fè demann nan sou sitwèb sa a, <https://iap.floridajobs.org/> oswa alekri nan adrès ki mansyone okomansman desizyon sa a. Dat yo pwodui nimewo konfimasyon an se va dat yo prezante demann nan pou reouvri kòz la sou Sitwèb Apèl la.

Yon pati ki te asiste seyans la epi ki pat satisfè desizyon yo te pran an gen dwa mande yon revizyon nan men Reemployment Assistance Appeals Commission, Suite 101 Rhyne Building, 2740 Centerview Drive, Tallahassee, Florida 32399-4151; (Fax: 850-488-2123); <https://raaciap.floridajobs.org/>. Si ou voye l pa lapòs, dat ki sou tenb la ap dat ou depoze apèl la. Si ou depoze apèl la sou yon sitwèb, ou fakse li, bay li men nan lamèn, oswa voye li pa yon sèvis mesajri ki pa Sèvis Lapòs Lèzetazini (*United States Postal Service*), oswa voye li pa Entènèt, dat ki sou resi a se va dat depo a. Pou evite reta, mete nimewo rejis la (*docket number*) avèk nimewo sekirite sosyal moun k ap fè demann lan. Yon pati k ap mande revizyon dwe presize nenpòt ki alegasyon erè nan kad desizyon abit la, epi bay baz reyèl oubyen legal pou apiye alegasyon sa yo. Yo p ap pran an konsiderasyon alegasyon erè ki pa byen presize nan demann pou revizyon an.

Any questions related to benefits or claim certifications should be referred to the Claims Information Center at 1-800-204-2418. An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.
