HOW TO FILE A COMPLAINT

Complete the One-Stop Career Center (OSCC) Complaint/Referral Record and include all of the following:

1. Copies of all documents related to your complaint.
2. A detailed explanation of your complaint, in the order they occurred, including:
   - dates
   - other parties involved
   - names of the people you dealt with
3. A summary of efforts you've already made to resolve the problem.

It's important to give us as much information about the problem as possible. This will assist us in providing a quicker response to you.

YOU MAY FILE A COMPLAINT:

In person:
At your nearest One-Stop Career Center (OSCC)

By mail:
Department of Career Services
19 Staniford Street, First Floor
Boston, MA 02114
Attention: State Monitor Advocate

Phone:
Boston (617) 626-5587
Springfield (413) 452-4688

Email:
DCSUnifiedComplaint@detma.org

KEEPING INFORMED

The Complaint Officer will keep you informed of action taken concerning your One-Stop Career Center-related complaint.

This material will be made available to sensory-impaired individuals upon request.

TO LOCATE A ONE-STOP CAREER CENTER IN YOUR COMMUNITY, VISIT:

mass.gov/careercenters

MASSACHUSETTS ONE-STOP CAREER CENTERS

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The Unified Complaint System

A Worker's Guide

IF YOU HAVE A COMPLAINT ABOUT:

- A One-Stop Career Center (OSCC)
- A job you were referred to by the One-Stop Career Center
- The Trade Adjustment Assistance (TAA) Program
- Agricultural employment
- Department of Career Services-referred training programs
- You believe you have experienced discrimination
- Other employment-related complaints

THE UNIFIED COMPLAINT SYSTEM

Each One-Stop Career Center (OSCC) must have an assigned and properly trained staff person and designated backup to receive complaints during normal OSCC hours.

OSCC staff will assist and record in writing any complaint filed by applicants, Migrant and Seasonal Farm Workers (MSFW), and/or interested parties involving: acts or omissions on services provided or violations to wage regulations, job orders, terms and conditions of employment, field sanitation, farm labor housing standards, etc. Complaints will be logged and immediately referred to the Complaint Officer (CO) or to the State Monitor Advocate, if MSFW-related. The Complaint Officer will inform the complainant of the action(s) that will be taken and will provide monthly or quarterly follow-up on the complaint until it has been resolved.

DEFINITIONS:

Complaint: A representation made or referred to a state or local OSCC office of a violation of the OSCC regulations and/or other federal, state, or local employment-related law.

Respondent: The employer, person, entity or state agency official responsible to respond to the alleged violation(s) described in the complaint.

Complainant: The individual, employer, organization, association, or other entity filing a complaint.

WHO MAY FILE COMPLAINTS?

- Individuals
- Business
- Organizations
- Employers
- Interested parties

TYPES OF COMPLAINTS

Complaints are categorized as OSCC and non-OSCC related.

OSCC-Related Complaints are:

- Employer-related Complaints: Complaints against an employer about the specific job to which the applicant was referred by the OSCC involving violations of the terms and conditions of the job order or employment-related law,
- Agency-related Complaints: Complaints about a One-Stop Career Center actions or omissions under Workforce Innovation and Opportunity Act (WIOA) regulations, or
- Complaints against the State Workforce Agency (SWA).

Non-OSCC-Related Complaints are: All other complaints that are not One-Stop Career Center-related.

MSFW Complaints are: Complaints from MSFWs alleging violations of employment-related laws enforced by the Wage and Hour Division (WHD) or the Occupational Safety and Health Administration (OSHA) must be taken in writing by the State agency and referred to the appropriate enforcement office for resolution. For MSFW complaints, the local One-Stop Career Center office has five days to attempt to resolve the complaint, for non-MSFWs, 15 days allowed.

Discrimination Complaints are: If you think that you have been subjected to discrimination under a WIOA Title I-financially-assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either: the Executive Office of Labor and Workforce Development (EOLWD) Director of Diversity or the United States Department of Labor (USDOL) Civil Rights Center Director.

HEARING/APPEAL PROCESS

The state or local Complaint/Equal Opportunity (EO) officers will provide detailed information about the process to submit appeals. Depending on the type of complaint, appeals must be submitted, in writing, within the time frames listed in the determination notice.

What happens after you submit your complaint…

1. The Complaint Officer (CO) will determine if the complaint falls within our jurisdiction.
   - If we have no jurisdiction, we'll notify you.
     - Violations to OSHA and WHD will be documented and referred to the appropriate enforcement agency for resolution.
   - If it's within our jurisdiction, we may conduct an administrative or full investigation.
2. The Complaint Officer (CO) will act as an impartial, fact-finding third party. During the investigation, they aren't representing you, us, the employer or the service provider. The CO may contact you for additional information or the person you filed your complaint against to ask for a response, and may give them a copy of your complaint. The length an investigation takes will depend on current caseload and complexity of the case.
3. After all the facts have been gathered, we evaluate the information and make a determination.
4. We'll notify you of the outcome of your complaint.
5. In the response, the CO will provide you detailed information about the process to submit appeals or request a hearing.