

New Jersey Unified One-Stop Career Center Customer Complaint Procedure

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New Jersey Department of Labor and Workforce Development

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1. Purpose

To create a straightforward One-Stop Career Center (OSCC) customer complaint process that regardless of the OSCC partner involved provides the customer with a common complaint form and common complaint specialist to address the complaint.

The unified procedure details steps that OSCC management and staff must follow to publicize, document, and process complaints alleging discrimination by OSCC staff, violations of the Workforce Investment Act (WIA), actions or omissions by the Job Service/Labor Exchange [Employment Service (ES)staff], complaints from customers placed into On-the-Job Training (OJT) programs, and complaints from customers referred to employers who are allegedly in violation of labor standards. Complaints lodged by Migrant and Seasonal Farmworkers (MSFWs) are to be treated as Job Service related complaints regardless of how the worker found the job.

This document along with all referenced forms, handouts, scripts, and logs can be found on the New Jersey Department of Labor and Workforce Development (LWD) Inform Intranet website and at the "To Work" portal (<http://inform-prod/inform/workfrcce/unified.html> and <http://towork.dol.state.nj.us/>).

2. Scope

1. To define requirements for publicizing the Unified Customer Complaint Procedure.
2. To promulgate a common customer complaint form and duties of the complaint specialist.
3. To explain the procedures for the receipt, resolution, and/or disposition of customer complaints including an appeal process.
4. To create a general plan for ensuring that complaint specialists and staff serving customers are aware of and receive initial and periodic refresher training on the complaint procedure.
5. To ensure that a process is established to monitor compliance with the Unified One-Stop Customer Complaint Procedure.

3. Designation of State and Local Complaint Specialists/Equal Opportunity Officers

Each OSCC shall designate a Complaint Specialist and backup and an Equal Opportunity Officer (EOO) in consultation with the LWD and the local WIA entity. The Complaint Specialist and EOO may be the same person and the default Complaint Specialist is the Workforce Development Manager (ES manager). Complaints alleging discrimination necessitate the involvement of the EOO.

Local Complaint Specialists/EOOs at the time of this issuance are found in Attachment 3. The State Complaint Specialist is the Director, Division of Workforce Field Operations, LWD and the State EOO is the State Monitor Advocate at LWD.

4. Types of Complaints – Chart 1 (Formal complaints must be in writing and signed by the complainant preferably using ETA Form 8429 (New Jersey OSCC Complaint/Referral Record)) adapted for use in New Jersey (Attachment 1)

Type of Complaint	How to File A Written Complaint	What Happens Next	Appealing a Decision	Secondary Appeals	Applicable Policy and Procedures Document
<u>Discrimination</u> Complaint alleging discrimination by the OSCC (Job Service/Workforce Investment Act (WIA) Title 1 funded entity) because of race, color, religion, sex, national origin, age, disability, political affiliation, belief, or citizenship status as a lawfully admitted immigrant authorized to work in the US.	Within 180 days of the alleged act of discrimination, a complaint can be filed with the Local or State EEO or Complaint Specialist	The recipient of the complaint has 90 days to respond to the complainant with a Notice of Final Action	The complainant has 30 days after the Notice of Final Action to file an appeal with the USDOL - Civil Rights Center. If no Notice of Final Action is received, the complainant has 30 days from the end of the 90 days to file an appeal.	n/a	29 CFR Part 37
<u>Workforce Investment Act (WIA) Services</u> Complaint alleging violation of the WIA and/or provisions of a related agreement	Complaints should be filed with the local One-Stop Complaint Specialist. There is no time limit for filing a complaint.	Within 60 days of filing the complaint, the recipient of the complaint will conduct a hearing and offer a written decision	If complainant does not receive a decision within 60 days, or receives an adverse decision, complainant has 30 days to file an appeal to the LWD - Director, Workforce Field Operations	When complainant has exhausted the local and State complaint process, complainant may appeal to the Secretary of the U.S. Department of Labor	N.J.A.C. § 12:42-1.1 et seq.
<u>Job Service/Labor Exchange</u> Complaint about One-Stop Job Service actions or omissions	Within 1 year of the alleged occurrence, a complaint can be filed with the local One-Stop Complaint Specialist	Complaint specialist will attempt to resolve complaint within 15 working days (5 days for complaints by MSFWs)	If the local complaint specialist does not resolve the complaint, it is sent to the State Complaint Specialist who has 30 days (20 days for complaints by MSFWs) to respond	When complainant has exhausted the local and State complaint process, complainant may appeal to the Regional Administrator, U.S. Department of Labor, Employment and Training Administration	20 CFR § 658.400 et seq. and New Jersey Unified One-Stop Career Center Customer Complaint Procedure
<u>Employer/Labor Standards</u> Complaint from customer placed into an On-the-Job Training program alleging labor standards violations under 29 U.S.C. § 2931(b)	Complaints should be filed in writing with the local One-Stop Complaint Specialist	Within 60 days of filing the complaint, the recipient of the complaint will complete a hearing and offer a written decision	If complainant does not receive a decision within 60 days, or receives an adverse decision, complainant has 30 days to appeal to the LWD, Dir. Workforce Field Operations	When complainant has exhausted the local and State complaint process, complainant may appeal to the Secretary of Labor	N.J.A.C. § 12:42-1.1 et seq.
<u>Employer/Job Service Referral</u> Complaint against an employer about the specific job that an applicant was referred to by the Job Service at the One-Stop	Within 1 year of the alleged occurrence, a complaint can be filed with the local One-Stop Complaint Specialist	Complaint specialist will attempt to resolve complaint within 15 working days (5 days for complaints by MSFWs)	If the local complaint specialist does not resolve the complaint, it is sent to the State Complaint Specialist who has 30 days (20 days for complaints by MSFWs) to respond	When complainant has exhausted the local and State complaint process, complainant may appeal to the Regional Administrator - DOL ETA	20 CFR § 658.400 et seq. and New Jersey Unified One-Stop Career Center Customer Complaint Procedure
<u>Other Complaints</u>	Complaints should be filed in writing with the local One-Stop Complaint Specialist	Complaint Specialist will route complaints to the appropriate enforcement agency, another public agency, or other appropriate assistance	Complaints will be handled according to each agency's established complaint resolution process	Complaints will be handled according to each agency's established complaint resolution process	

New Jersey LWD is an Equal Opportunity Employer with equal opportunity programs. Auxiliary aids and services are available upon request to individuals with disabilities.

- **Complaints by Migrant and Seasonal Farmworkers (MSFWs) Alleging Violations of Laws Enforced by United States Department of Labor (USDOL) Wage and Hour or Occupational Safety and Health Administration (OSHA)** - Such complaints are to be logged locally and elevated immediately to the State Monitor Advocate who will refer the complaint to the proper enforcement agency (USDOL Wage and Hour, OSHA, NJ Wage and Hour).

State Monitor Advocate
 Performance Accountability Unit, Labor Planning and Analysis
 New Jersey LWD
 P.O. Box 110, Fifth Floor
 Trenton, NJ 08625

- **Complaints Against Employers From Another State** - Such complaints are to be logged locally and elevated immediately to the State level. If the complaint is filed by a Migrant and Seasonal Farm Worker (MSFW), local staff will refer the complaint to the State Monitor Advocate. The State Complaint Specialist or State Monitor Advocate will refer the complaint to the appropriate agency in that state.
- **Complaints Involving More Than One New Jersey OSCC** - Such complaints are to be logged locally and elevated immediately to the State Complaint Specialist.
- **Complaints Alleging Statewide Violations** – Such complaints are to be logged locally and elevated immediately to the State Complaint Specialist.
- **Complaints Alleging Violations of Unemployment Insurance (UI), Vocational Rehabilitation (VR) or Temporary Assistance for Needy Families (TANF) Law/Regulations** - Such complaints are to be logged locally on the Unified Complaint Log and absent an established local program specific reporting mechanism (chain of command), elevated immediately to the State level. The State Complaint Specialist, Program Director and State Monitor Advocate will process such complaints within the parameters set forth in the respective regulations.

5. Publicizing Complaint Procedures to One-Stop Career Center Customers

OSCC staff must take these actions to ensure that OSCC customers are made aware of the customer complaint system.

1. **Complaint Poster** - Prominently place in a public area of the OSCC a One-Stop Career Center Complaint Poster that contains the name and contact information for the local OSCC's Complaint Specialist. In addition to English and Spanish, if the OSCC serves significant populations of other language speakers, the poster should be displayed in these languages as well. Copies of the Complaint Poster can be ordered from the Director, Division of Workforce Field Operations. Ordering instructions and a facsimile can be found under the Workforce section of Inform.
2. **Equal Opportunity is the Law Poster** – Prominently display in a public area of the OSCC in both English and Spanish. Must contain the name and contact information for the local OSCC EEO and State EEO. Copies of the Equal Opportunity is the Law poster can be ordered from the Director,

Division of Workforce Field Operations. Ordering instructions and a facsimile can be found under the Workforce section of Inform.

3. **Orientation Script** - Include in the Re-employment Orientation and other customer presentations information on filing a complaint. Please visit Inform for a sample script.

4. **Handouts and Acknowledgement** - Have each new OSCC customer acknowledge receipt during the registration process of the handouts summarizing the types of complaints/how to file a complaint and advising them of the Equal Opportunity in the Law language. Customers should sign an acknowledgment form. Attachment 4 contains the handouts and acknowledgement form templates. Each One-Stop must insert the name and contact information of the Complaint Specialist and EO Officer before giving to customers. Electronic versions of the forms are available on Inform.

5. **Record Acknowledgement** - Record customer acknowledgment of having received information on Unified Customer Complaint Procedure in America's One-Stop Operating System (AOSOS) by designating the EEO activity.

6. **Customer Complaint Form**

Regardless of the type of complaint or the OSCC partner to which the complaint is directed, one standard customer complaint form (Attachment 1 - ETA 8429 adapted for use in New Jersey) will be used to capture the complainant's information and the description and nature of the complaint. The complainant must sign the complaint form for the complaint to be considered valid.

When a customer indicates a desire to file a complaint, the Complaint Specialist should first attempt to resolve the issue to the customer's satisfaction before a written complaint is filed. The Complaint Specialist should listen and offer to help remediate the cause of the complaint. This informal resolution should first be offered to the customer as an alternative to the formal filing of a written complaint using the ETA 8429 form. Although informal complaints and their resolution should be documented locally, they do not have to be included on the complaint log. Only written and signed complaints go on the log. (Note the exception for apparent violations involving an MSFW).

Checklist:

- ✓ Complaint Specialist should first attempt an informal resolution of the customer complaint.
- ✓ If informally resolved, the Complaint Specialist must document the resolution and maintain a file on the complaint, but should not include the complaint as part of the formal complaint reporting and resolution process found in this document (Excel Complaint Log). However, apparent violations involving MSFWs do need to be logged in the Complaint Log. See the Apparent violations section later in this document for more information.
- ✓ If the customer chooses to file a formal complaint, he/she needs to complete and sign Form ETA 8429.
- ✓ Part II of Form 8429 should be completed by the OSCC Complaint Specialist.

- ✓ An original copy will be kept on file by the local office, one copy will be given to the complainant, one copy will be sent to the State Complaint Officer and one copy will be sent to the State Monitor Advocate.
- ✓ All written and signed complaints must be logged, recorded, and reported in accordance with the procedures contained in this document (Complaint Log, Timelines and Appeal Process).
- ✓ The Complaint Specialist must involve the local EEO in all complaints alleging discrimination.

7. Implementation Details for State and Local OSCC Management/Staff

Each Workforce Investment Board (WIB) area shall adopt this Unified OSCC Customer Complaint Procedure and incorporate the procedures into the local WIB area and OSCC standard operating procedures.

Customers with complaints should be directed to the local Complaint Specialist who will listen to the complainant in order to determine the nature of the complaint, whether informal resolution is possible, and what actions will be taken to address the complaint. A list of the Complaint Specialists, Complaint Specialist backups, and EEOs can be found as Attachment 3 to this document.

Customer complaints against the OSCC can be grouped into two general categories – service delivery complaints such as for poor service, rudeness, and adverse decisions and complaints alleging discrimination such as based on race, color, religion, national origin, age, disability, political affiliation or belief, or on the basis of citizenship/status as a lawfully admitted immigrant authorized to work in the United States. Complaints against employers generally involve claims of discrimination, misrepresentation, and violation of labor standards.

The Complaint Specialist will use Chart 1 and Part II of ETA Form 8429 adapted for New Jersey to help identify and document the type of complaint and what next steps are needed to satisfactorily resolve or refer the complaint.

Key items regarding the customer complaint process:

- **Designation of Local Complaint Specialist and Backup** – Each OSCC shall designate one Complaint Specialist and one backup in consultation with the LWD and WIA entity. The default Complaint Specialist is the Workforce Development manager. The Complaint Specialist shall be responsible for initial handling of complaints pursuant to this issuance. The name, business address and telephone number of the designated Complaint Specialist shall be publicized and included in all customer information describing how to file a complaint. The Complaint Specialist must immediately determine the type of complaint in order to apply the appropriate process and timeframes (see Chart 1).
- **Local Customer Notification Process** - Each OSCC must ensure that *all* customers are notified of their complaint rights. This may be accomplished in a group or individual setting. Handouts describing the local complaint process should be included in the package of orientation materials and receipt should be acknowledged in writing by the customer. A script should be used to ensure

that complete and accurate complaint procedures are communicated during orientations and other group presentations. OSCCs must also ensure that other appropriate local mechanisms are in place to promote maximum notification and that individual notification is duly recorded in the AOSOS database (add as EEO activity) as part of the customer record. OSCC must also ensure that the complaint process is initiated in a timely manner when a customer expresses a desire to file a complaint.

- **Public Notice** - All direct recipients of WIA/Wagner-Peyser funds including Local (WIBs), OSCCs, WIA Title I Administrators, WIA Fiscal Agents and WIA service providers are required to prominently display in public view the official New Jersey Unified OSCC Customer Complaint poster with local Complaint Specialist contact information added and the Equal Opportunity is the Law poster. The handouts listed in Attachment 4 must also be made available to customers, program participants, employees, OSCC partners, service providers, other interested parties and members of the public. Posters and handouts should be available in English and Spanish.
 - **Complaint Logs** - Each OSCC must establish procedures for the use and maintenance of the Unified OSCC Customer Complaint Log consistent with guidance provided, herein. The Workforce Development manager will be accountable to ensure that the duties of the Complaint Specialist are being performed as defined in this document. Electronic copies of the Complaint Log can be found under the Workforce tab on the LWD intranet website Inform (<http://inform-prod/inform/workforce/unified.html>). Attachment 2 contains a facsimile of the log.
 - ✓ The Complaint Log must clearly identify each individual complaint.
 - ✓ Each complaint must have a unique identification number (Last two digits of the Program Year followed by a sequential three-digit number beginning with 001.)
- ✓ A copy of the Excel Complaint Log that clearly indicates all newly filed and all resolved complaints for the calendar quarter must be promptly submitted (through email) to the State Monitor Advocate (email: clara.rivera-pacheco@dol.state.nj.us) no later than the 15th day of the month following the end of each quarter. If there are no complaints, an empty copy of the log must be submitted.
- ✓ The Complaint Log is available in, and is to be completed and maintained in an Excel format.
 - ✓ Local area Complaint Logs will be maintained on an annual basis consistent with the *state fiscal year* (July 1 – June 30). Each annual complaint log will be kept for a period of three years following the end of the fiscal year for which the log was kept.
 - ✓ The State Monitor Advocate will compile and maintain a statewide Complaint Log from the submitted local Complaint Logs and share this on a quarterly basis with the USDOL Boston Regional Office and the Director, Workforce Field Operations at the LWD. The State Monitor Advocate will report all discrimination complaints to USDOL Civil Rights Center.
- **Written Determinations** – All formal complaints require a written determination to the complainant within specified time frames (refer to Chart 1).
 - **Appeals** – Every complainant must be provided the opportunity to appeal any local adverse decision.

- **Follow-Up** – Workforce Areas should make a concerted effort to provide follow-up on all customer matters referred to outside enforcement agencies.

Local complaint procedures must be followed to ensure that OSCC customers’ rights under the New Jersey Unified OSCC Customer Complaint Procedure are respected and that complaints are processed in an objective and consistent manner.

Procedures must provide for:

For All Complaints

- Dealing with written complaints from customers and other interested parties affected by the local workforce investment system as well as entities and organizations administering funds and providing services under the WIA, including WIBs, OSCC Operators and partners, WIA Title I Administrators, WIA Fiscal agents and WIA service providers.
- Each Local WIB shall ensure that other local entities, based on their status as direct recipients of WIA Title I and/or Wagner-Peyser funds from the WIB (or its designated fiscal agent) shall also establish and maintain complaint procedures consistent with this document.
- Protecting a complainant’s confidentiality to the extent possible and, when consent has been provided for the release of the complainant's identity, ensuring that such disclosure is made under conditions that will promote confidentiality.
- Advising complainants and respondents (object of the complaint) of their right to due process including the right to:
 - ✓ Representation by an attorney or other individual of his/her choice.
 - ✓ Present evidence.
 - ✓ Question others who present evidence.
 - ✓ Receive an impartial decision made strictly on recorded information.
- Ensuring that no person, organization or agency may discharge or in any manner retaliate against any person or WIA entity because that person/entity has filed a complaint, instituted any proceeding related to the WIA Title I and Wagner-Peyser Regulations, testified or is about to testify in a proceeding or investigation, or has provided information or otherwise assisted in an investigation.
- Providing an opportunity for informal resolution prior to the submittal of a written complaint.
- When the complaint is against an employer, submitting the complaint of alleged violation to a binding arbitration procedure, if a collective bargaining agreement covering the parties to the complaint so provides.

- Providing an opportunity for an appeal of a local level decision to the New Jersey LWD and for discrimination complaints directly to the UDSOL – Civil Rights Center.
- Implementing corrective action and/or sanctions when warranted.
- Maintaining all complaint related written materials in a secure file to reasonably ensure confidentiality for a period of three years.
- All formal complaints subject to the process described in this policy must be filed in written form using ETA Form 8429 (Attachment 1):
 - ✓ Submission of a completed and signed ETA 8429 Form, **or**
 - ✓ Submission of a written letter signed by the complainant (Complaint Specialist should staple the complaint letter to an ETA 8429 that references the attached)
- Written complaints must include the complainant’s full name, telephone number and address and the date of filing. Written complaints must also provide a clear, brief statement of the facts of the alleged violation, relevant dates, and other information to assist in the investigation and resolution of the complaint. Staff must offer and provide assistance to any customer seeking to file a complaint including assistance with completing all associated forms.
- All written and signed complaints must be entered into the Unified OSCC Customer Complaint Log (see Attachment 2). A copy of the Complaint Log indicating filing or resolution of complaints occurring in a calendar quarter must be submitted to the State Monitor Advocate within 15 days following the end of that quarter. If there are no complaints, an empty copy of the log must be submitted.
- The local Complaint Specialist may choose to make a determination based solely on the information included in the case file or conduct further investigation before issuing a written determination.
- The local Complaint Specialist may also choose to resolve the complaint by convening a local hearing. Only the designated local Complaint Specialist or authorized back-up may preside at a local complaint hearing. If the local Complaint Specialist deems that a hearing is necessary, the local Complaint Specialist will notify the parties (in writing) that the matter has been scheduled for a formal hearing.

The notice must inform the parties of certain conditions of the hearing process that include:

- ✓ The date, time and location of the hearing.
- ✓ Instruction that the local Complaint Specialist will conduct and regulate the course of the hearing to assure full consideration of all relevant issues and that actions necessary to ensure an orderly hearing are followed.
- ✓ Instruction that the local Complaint Specialist must rule on the introduction of evidence* and afford the parties the opportunity to present, examine, and cross-examine witnesses.

* **NOTE:** For clarity it must be stated that an administrative hearing is not the same as a Court of Law. Technical rules of evidence *do not apply*. It is up to the local Complaint Specialist to follow principles and procedures that are designed to assure credible evidence that can be tested through cross-examination.

- If the local Complaint Specialist has requested additional information from the complainant or the complainant's authorized representative and does not receive a response within 20 days from the date the request was made (or, in the case of an MSFW initiated complaint, *within 40 days*), the complaint is considered resolved. The request for additional information temporarily stops the clock on the response timeframes given in Chart 1.
- The Complaint Specialist must provide the complainant with a written determination.
- The Complaint Specialist must include the procedures for appeal within the written determination.
- Complainants may elect to initially file a complaint at the state level by submitting the complaint to the State Complaint Specialist or State Monitor Advocate (Discrimination Complaints) who may choose to process the complaint through resolution. Complaints filed at the state level may, however be remanded back to the local level by the State Complaint Specialist or State Monitor Advocate for adjudication. Complaints initially filed at the state level *may not* later be filed at the local level.
- If complaint resolution occurs above the local level, a copy of the resolution notice will be forwarded to the local entity/organization with which the complaint was originally filed.
- When a complaint is against the WIA entity, Vocational Rehabilitation, or UI, the Complaint Specialist must determine in consultation with the responsible program area if established program specific complaint resolution procedures apply to address the customer complaint. If so, the complaint specialist will turn over the complaint information to the program area for action. The Complaint Specialist should maintain communication with the program area to ensure the timely and satisfactory resolution of the complaint and update the Complaint Log and related records accordingly.
- Send copies of local determinations related to OSCC written complaints to:
 - ✓ The complainant by certified mail, return receipt requested
 - ✓ Director, Division of Workforce Field Operations
New Jersey Department of Labor and Workforce Development
1 John Fitch Plaza, 11th Floor, P.O. Box 055
Trenton, New Jersey 08625-0055
 - ✓ State Monitor Advocate
Performance Accountability Unit, Labor Planning and Analysis
New Jersey Department of Labor and Workforce Development
P.O. Box 110, 5th Floor
Trenton, NJ 08625

Discrimination Complaints Only

- If a customer alerts a OSCC staff of his/her intent to file a discrimination complaint, steps should be taken to connect the complainant with the designated local Complaint Specialist, who if he is not also the local EEO, will immediately involve the EEO in all aspects of the complaint.
- In all possible instances involving a discrimination complaint, the designated local EEO should personally meet with the complainant(s) in an area of the agency's offices that ensures confidentiality. The purpose of this preliminary interview is to:
 - ✓ Determine the complainant's name, address and means of contact.
 - ✓ Determine the basis of the complaint.
 - ✓ Develop a detailed description of the allegation(s).
 - ✓ Determine the date of the most recent alleged event of discrimination.
 - ✓ Identify the proper respondent (object of the complaint).
- When assisting the complainant with the filing of a discrimination complaint, OSCCs may choose to gather the complainant's information on USDOL Civil Rights Center's Complaint Information and Privacy Act Consent Form as a supplement to the Unified OSCC Complaint Form (ETA 8429). The Civil Rights Center's form can be found at <http://www.dol.gov/oasam/programs/crc/external-enforc-complaints.htm> and at Inform.
- Once the USDOL discrimination complaint form is completed, the document must be signed and dated by the complainant. The signed/dated Consent Form should indicate whether the complainant allows the EEO to disclose the complainant's identity, if necessary to investigate his or her complaint.
- The EEO should ask the complainant whether they would like the complaint handled locally or referred to the USDOL Civil Rights Center in Washington, D.C. Use of the USDOL Civil Rights Center's Complaint Information and Privacy Act Consent Form will be required if the complainant chooses to have the complaint referred to the USDOL Civil Rights Center. The complainant's decision should be indicated on the signed document Consent form. Complainant wishing to file the initial complaint or appeal a local decision with the USDOL Civil Rights Center should address the complaint to:

Director
Civil Rights Center
U.S. Department of Labor
200 Constitution Avenue, NW
Room N-4123
Washington, DC 20210

- The EOO should stress that a local resolution would likely happen more quickly and that the complainant’s right to file again with the USDOL would still be available should the resolution be unsatisfactory to the complainant.
- If the complainant elects to have their discrimination complaint resolved at the local level, the EOO must request that the customer allow one (1) day for preparation of a written letter to either acknowledge receipt of the complaint or to provide a Notice of Lack of Jurisdiction. If this is not possible, the complainant should be asked to wait in the public reception area while the EOO examines the complainant’s statement and a response is prepared. The EOO, however, has 90 days to issue a Notice of Final Action (decision). **Note: when mailing letters to complainants, always send them “return receipt requested.” When providing similar written responses in person, secure a signed receipt.**
- The EOO must review the information provided and determine if they have jurisdiction.
- Once determined, the EOO must declare in writing that they either have jurisdiction over the complaint or do not have jurisdiction based on one or more of the following reasons:
 - ✓ The basis for the complaint is not covered by the prohibitions set forth in 29 CFR Part 37.
 - ✓ The complaint was not filed with the prescribed timeframes within 180 days of the date that the discriminatory act (s) allegedly occurred.
 - ✓ The complaint is against an agency, employer, organization, program, or individual within an entity that is not a recipient of WIA Title I financial assistance as defined in 29 CFR Part 37.4.
- If it is determined that the EOO does not have jurisdiction, he/she should provide the complainant with the address and phone number of the appropriate agency with jurisdiction or remand back to the Complaint Specialist.
- If it is determined that the OSCC does not have jurisdiction in the particular matter, a Notice of Final Action citing one or more of the above reasons shall immediately be provided in writing. The written notice must include the specific phrase “lack of jurisdiction” in describing why the OSCC is not the appropriate entity to resolve the complaint. If the Notice of Final Action is mailed to the complainant, send “return receipt requested.” The notice should also inform the complainant that they have 30 days from the date of receipt to file a complaint with the USDOL – Civil Rights Center. The *original* signed complaint should be included with the notice. A *copy* of the complaint should be maintained on file with the OSCC.
- If the discrimination complaint is within the EOO’s jurisdiction, an acknowledgement letter must be prepared. The acknowledgement letter should contain the following:
 - ✓ Notice of complaint receipt.
 - ✓ Assignment of a distinct complaint number (e.g. YY-001 – last two digits of physical year (PY) and consecutive 3 digit number).

- ✓ Restatement of the issues raised in the complaint.
- ✓ Notice of which issues have been accepted.
- ✓ Explanation, if necessary, of issues that will not be investigated.
- ✓ A notice that the complainant has a right to representation by any individual they choose during the complaint process. The notice should specify that if an attorney is chosen to represent the complainant, all legal fees are the sole responsibility of the complainant.
- ✓ A notice that a preliminary period of fact-finding or investigation will occur and may take approximately 15 days to complete. Preliminary fact-finding describes the issues raised by the complainant and the respondent (object of the complaint).
- ✓ A statement that a “Notice of Final Action” will be issued to the complainant within 90 days of the filing date of the complaint.
- ✓ A notice that the complainant has the right to file their complaint with the USDOL if the EOO fails to issue said “Notice of Final Action” within the 90 days cited below.
- ✓ A choice of “Alternate Dispute Resolution” (ADR) as an appropriate option for resolution.

ADR includes “mediation” as a way of resolving the issues or differences between the parties to the complaint. The ADR objective and process should be briefly explained in the letter. The choice to use ADR rests with the complainant and such a choice to use ADR should be communicated to the EOO by the complainant as quickly as possible. Upon receiving notice of the complainant’s decision to pursue ADR, the EOO must immediately notify NJ:

Director, Division of Workforce Field Operations
 New Jersey Department of Labor and Workforce Development
 1 John Fitch Plaza, 11th Floor, P.O. Box 055
 Trenton, New Jersey 08625-0055

State Monitor Advocate
 Performance Accountability Unit, Labor Planning and Analysis
 New Jersey Department of Labor and Workforce Development
 P.O. Box 110, 5th Floor
 Trenton, NJ 08625

ADR should not be considered as an appropriate mechanism for resolution when the complaint:

- ✓ Is of a high profile nature.
- ✓ Involves legal issues.
- ✓ Involves the potential for setting a policy precedent.
- ✓ Impacts other members of a protected group.

- The EO complaint process including fact-finding, ADR, settlement agreement, and “Notice of Final Action” must be completed within 90 days of the date that the complaint was filed at the local level.
- The respondent (object of the complaint such as ES, Unemployment Insurance (UI), Vocational Rehabilitation Services (DVRs), etc.) to the complaint must also be notified that a complaint alleging discrimination has been filed and is being processed. The respondent must be provided a summary or copy of the complaint and given written notice that any form of retaliation or intimidation is against the law. The respondent must also be notified if ADR has been offered to the complainant as a means of resolution.
- Copies of all correspondence related to EO complaints must be sent to:

Director, Division of Workforce Field Operations
 New Jersey Department of Labor and Workforce Development
 1 John Fitch Plaza, 11th Floor, P.O. Box 055
 Trenton, New Jersey 08625-0055

State Monitor Advocate
 Performance Accountability Unit, Labor Planning and Analysis
 New Jersey Department of Labor and Workforce Development
 P.O. Box 110, 5th Floor
 Trenton, NJ 08625

8. State Level Appeal

Chart 1 describes for each type of complaint, the applicable appeal process. Note that the Notice of Final Action issued in discrimination complaints must be appealed to the USDOL – Civil Rights Center and not to the State. Complaints against entities that have established processes for addressing customer complaints are appealed outside of the scope of this Unified Procedure. Examples of OSCC entities or programs with established appeal processes include UI and DVRs, for example.

Formal Hearing Process (N.J.A.C. 12:42-1.6 and 1.7)

The Department’s decision shall advise the complainant and respondent of the right of an impartial hearing if the Department’s decision is adverse to either party or not timely. Upon receipt of a request for a hearing, the Commissioner of the NJ Department of Labor and Workforce Development shall transmit the matter to the Office of Administrative Law for hearing, pursuant to the Administrative Procedures Act, N.J.S.A. 52:14B-1 et seq. and 52:14F-1 et seq. and the Uniform Administrative Procedures Rules, N.J.A.C. 1:1.

9. Addressing Apparent Violations Involving the Working or Living Conditions of Migrant and Seasonal Farmworkers

- **Apparent Violations** - Apparent violations are informal complaints about employers received from individuals (customers or staff) or agencies that are not documented or handled as part of the formal Unified OSCC Customer Complaint Procedure process described in this document. Reporting suspected or apparent violations by employers when no formal complaint has been filed is allowable under regulations found at 20 CFR §653 covering services to MSFWs, specifically §653.107(k) and §653.113(a)(b)(c). Apparent violations can be recorded and processed using Attachment 5 - Field Check/Apparent Violations Form.

Examples of *Apparent Violations* include (but are not limited to):

- ✓ A local staff person speaks with a MSFW who complains about unfair treatment by an employer, and though the individual provides credible information alleging an employer violation, the person chooses not to file a complaint (through the formal Complaint Process). The staff person still suspects a violation occurred.
- ✓ A OSCC staff person attempts to take a job order from an agricultural employer who insists on a requirement that is a violation of employment related laws(s).
- ✓ A OSCC staff person visiting a farm labor job site observes a possible violation of housing standards, but no complaint has been filed.

Note: While Apparent Violations are to be logged on the Complaint Log, they are processed separately and are an exception to the formal Complaint Process. Apparent Violations must, however, be reported in writing to the Local OSCC Operator. Upon receipt of a report of an Apparent Violation, the OSCC Operator must determine:

- ✓ If the employer filed a job order with the New Jersey OSCC system within the previous 12-month period; and
- ✓ If the apparent violation involves Wagner-Peyser Job Service regulations, terms/conditions of the job order or employment related law(s).

If it is determined that the employer has filed a job order within the previous 12 months, the OSCC Operator must contact the employer and attempt to achieve *informal resolution within five working days*.

If the issue is not resolved and there is an apparent violation of:

- ✓ **Wagner-Peyser Job Service regulations**, the OSCC Operator must refer the matter to the State Complaint Specialist for investigation. If a violation is found to have occurred, OSCC may have to initiate *Discontinuation of Services* to the employer under the terms of §658.501(a)(b)(c).
- ✓ **Federal, state or local employment related law(s)** - the OSCC Operator must refer the matter in writing to the State Complaint Specialist in order that procedures can be initiated for the

Discontinuation of Services to the employer. The OSCC Operator must also refer the matter in writing to the State Monitor Advocate who will refer (in writing) the apparent violation to the appropriate enforcement agency and will notify the OSCC Operator of the final disposition of the matter, upon final resolution.

If the employer has not filed a job order within the previous 12 months, the OSCC Operator need only refer the matter to the State Monitor Advocate as Job Service regulations are not considered to have been violated if a job order had not been listed within the 12 month time frame.

The State Monitor Advocate will forward a copy of all apparent violations involving MSFWs and/or H-2A employers/contractors to the Regional Monitor Advocate (RMA) assigned to the USDOL Regional Office and the USDOL Wage and Hour Division and will contact the Office of Foreign Labor Certification's Chicago National Processing Center (OFLC-CNPC) in the event that US workers are withheld from the job prior to the arrival at the job site of H-2A workers.

- **Apparent violations of Child Labor Law** must also be reported in writing to the State Monitor Advocate for action by the local office of the Wage and Hour Division of the USDOL.

10. **Complaints Not Covered By This Policy**

Complaints Alleging Federal Contractor Violations - Federal contractors must adhere to a number of wage and labor standard requirements mandated under a variety of federal statutes. Complaints alleged against federal contractors should be forwarded to the appropriate federal agency. This type of complaint is not logged on the Unified OSCC Customer Complaint Log.

OSCC Staff Personnel Complaints - Staff complaints (other than discrimination complaints) should be handled through the appropriate employer of record Human Resource office or union grievance procedure. This type of complaint is not logged on the Unified OSCC Customer Complaint Log.

Criminal Complaints – All information and complaints alleging criminal fraud, waste, abuse or other criminal activity under WIA must be reported immediately to the USDOL's Office of Inspector General (20 CFR § 667.630). A copy of the complaint must simultaneously be provided to the LWD, Office of Internal Audit. This type of complaint is not logged on the Unified OSCC Customer Complaint Log.

Office of Inspector General
200 Constitution Avenue, NW, Room S-5506
Washington, D.C. 20210
Online: <http://www.oig.dol.gov/hotlinemain.htm>
Toll free: 1-800-347-3756 FAX: 202-693-5210

Dept. of Labor and Workforce Development
Office of Internal Audit, 2nd Floor
PO Box 110
Trenton, NJ 08625
Phone: 609-984-1779

Complaints of Discrimination by an Employer – All complaints regarding discrimination by an employer must be referred to the New Jersey Division on Civil Rights for adjudication. Simultaneously a copy of the complaint must be forwarded to the U.S. Equal Employment Opportunity Commission (EEOC). A local file should be maintained in order to document the complaint. This type of complaint is not logged on the Unified OSCC Customer Complaint Log.

Offices of the NJ Division on Civil Rights:

Trenton Regional Office

140 East Front Street, 6th floor
Trenton, NJ 08625-0090

Camden Office

1 Port Center, 4th Floor
2 Riverside Drive, Suite 402
Camden, NJ 08103

Atlantic City Office

1325 Boardwalk, 1st Floor
Tennessee Avenue and Boardwalk
Atlantic City, NJ 08401

Newark Office

31 Clinton Street, 3rd Floor
Newark, NJ 07102

Federal EEOC Offices:

U.S. Equal Opportunity Commission

801 Market Street, Suite 1300
Philadelphia, PA 19107-3127

U.S. Equal Opportunity Commission

One Newark Center, 21st Floor
Raymond Blvd at McCarter Hwy (Rt. 21)
Newark, NJ 07102

11. Training on New Jersey Unified One-Stop Career Center Customer Complaint Procedure

The New Jersey LWD will offer routine training on the contents of this document that is specific to Local Complaint Specialists, Job Service Managers, OSCC Operators, WIB Directors, Frontline Staff, local EEO , and LWD management staff. We envision creating a brief PowerPoint presentation that will be required viewing for all frontline staff with annual recertification. Frontline staff includes greeters, security guards and anyone working in the OSCC that may be relied upon by customers for help.

12. Monitoring and Compliance

The Monitoring and Compliance Unit, Office of Performance Accountability, New Jersey LWD will be responsible for monitoring compliance with the New Jersey Unified OSCC Customer Complaint Procedure. Current monitoring tools will be reviewed, and if necessary, enhanced to include among other items, that each new OSCC customer has been given the handouts listed in Attachment 4, that the Reemployment Orientation and other group orientations detail the Complaint Procedure, that customer records in the AOSOS case management system contain an indication that the customer has received information on the Complaint Procedure, that local office staff are aware of the Complaint Procedure and are following the procedures contained in it, and that the process of recording and reporting written customer complaints is working as intended.

13. State and Federal Contacts

U.S. Department of Labor
Employment and Training Administration
200 Constitution Ave, NW
Washington, DC 20210
Attention: Asst. Secretary Employment & Training

Regional Administrator
Employment & Training Administration
U.S. Department of Labor, Room 350
JFK Building
Boston, MA 02203
Attention: T. Lee Reynolds

Director
Civil Rights Center
U.S. Department of Labor, Room N-4123
200 Constitution Avenue, NW
Washington, DC 20210

Director, Division of Workforce Field Operations
Department of Labor and Workforce Development
1 John Fitch Plaza, 11th Floor, P.O. Box 055
Trenton, New Jersey 08625-0055

State Monitor Advocate
Performance Accountability Unit, Labor Planning and Analysis
New Jersey LWD
P.O. Box 110, 5th Floor
Trenton, NJ 08625

14. Attachments

Attachment 1	ETA Form 8429 Adapted for New Jersey
Attachment 2	Unified OSCC Customer Complaint Log
Attachment 3	Complaint Specialists/EOO List
Attachment 4	New Customer Handouts and Acknowledgement Form
Attachment 5	Field Check/Apparent Violations Form

**New Jersey One Stop Career Center (OSCC) Complaint/
Referral Record**

**U.S. Department of Labor
Employment and Training Administration**

For OSCC Use Only

OMB Approval No. 1205-0039
Expiration Date: 02/29/2012

Complaint No.
Date Received

Part I. Complainant's Information		Respondent's Information
1. Name of Complainant (Last, First, Middle Initial)		4. Name of Person Complaint Made Against
2a. Permanent Address (No., St., City, State, ZIP Code)		5. Name of Employer/OSCC Office
b. Temporary Address (if Appropriate)		6. Address of Employer/OSCC Office
3a. Permanent Telephone () -	b. Temporary Telephone () -	7. Telephone Number of Employer/OSCC Office () -
8. Description of Complaint (If additional space is needed, use separate sheet(s) of paper and attach to this form)		

I CERTIFY that the information furnished is true and accurately stated to the best of my knowledge. I AUTHORIZE the disclosure of this information to other enforcement agencies for the proper investigation of my complaint. I UNDERSTAND that my identity will be kept confidential to the maximum extent possible, consistent with applicable law and a fair determination of my complaint.

9. Signature of Complainant	10. Date Signed / /
-----------------------------	------------------------

Part II. For OSCC Use Only

1. Migrant or Seasonal Farmworker? <input type="checkbox"/> Yes <input type="checkbox"/> No	3. If non-WIA-related, does Complaint concern laws enforced by U.S. Employment Standards Administration (Wage and Hour) or OSHA? <input type="checkbox"/> Yes <input type="checkbox"/> No	5. H-2a/Criteria Employer <input type="checkbox"/> U.S./Domestic Worker <input type="checkbox"/> H-2a Worker <input type="checkbox"/> Wages <input type="checkbox"/> Transportation <input type="checkbox"/> Meals <input type="checkbox"/> Housing <input type="checkbox"/> Other _____
2. Type of Complaint ("X" Appropriate Box(es)) <input type="checkbox"/> WIA Related Job Order No. _____ <input type="checkbox"/> Against Job Service <input type="checkbox"/> Against Employer <input type="checkbox"/> Alleged Violation of WIA Regulations <input type="checkbox"/> Alleged Violation of Employment Law(s) <input type="checkbox"/> Non-WIA Related	4. Kind of complaint ("X" Appropriate Box(es)) <input type="checkbox"/> Wage Related <input type="checkbox"/> Child Labor <input type="checkbox"/> Working Conditions <input type="checkbox"/> Migrant and Season Agricultural Worker <input type="checkbox"/> Other (Specify) _____ <input type="checkbox"/> Housing <input type="checkbox"/> Pesticides <input type="checkbox"/> Health/Safety <input type="checkbox"/> Disability <input type="checkbox"/> Discrimination <input type="checkbox"/> Discrimination*	

6. *For DISCRIMINATION COMPLAINTS ONLY. Persons wishing to file complaints of discrimination may file either with the State Workforce Agency, or with the Directorate of Civil Rights (DCR), U.S. Department of Labor, 200 Constitution Avenue, NW, Room N-4123, Washington, D.C. 20210.

7a. Referrals To Other Agencies ("X" one) <input type="checkbox"/> Wage & Hour ESA/U.S. DOL. <input type="checkbox"/> OSHA <input type="checkbox"/> Other _____	8. Address of Referral Agency (No., St., City, State, ZIP Code and Telephone No.) _____ () -
b. Follow-up ("X" one) <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Yes <input type="checkbox"/> No	c. Follow-up Date / /

9. Comments (If additional space is needed, use separate sheet of paper) Provide OSCC Services? Yes No If "No", explain.


10a. Name and Title of Person Receiving Complaint	11. Office Address (No., St., City, State, ZIP Code)
b. Phone No. () -	12a. Signature 12b. Date / /

Public Burden Statement

Persons are not required to respond to this collection of information unless it displays a currently valid OMB Control Number. Obligation to reply is required to obtain or retain benefits (44 USC 5301). Public reporting burden for this collection is estimated to average 8 minutes per response, including the time to review instructions, search existing data sources, gather and maintain the data needed, and complete and review the collection of information. Send comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden, to the U.S. Department of Labor, Migrant and Seasonal Farmworker Program, Room S4209, 200 Constitution Avenue, NW, Washington, DC 20210.

ETA 8429
Revised 11/25/2008
Expiration Date: 02/29/2012

Attachment 2

		New Jersey Department of Labor and Workforce Development One-Stop Career Center _____		Unified One-Stop Customer Complaint Log																
WIB / SDA / OSOC: _____				Program Year: _____																
Complaint Officer: _____				Quarter Ending: 30-Sep _____ 31-Dec _____ 31-Mar _____ 30-Jun _____																
Complaint Number	Date Filed	Complainant Name	Respondent Name	Type				MSFW	Status of Complaint				Comments (add pages as needed)	Resolved						
				1	2	3	4	YES	1	2	3	4		1	2	3	4			
				5	6	7	8	NO	5	6	7	8					5	6	7	8
				1	2	3	4	YES	1	2	3	4					1	2	3	4
				5	6	7	8	NO	5	6	7	8					5	6	7	8
				1	2	3	4	YES	1	2	3	4					1	2	3	4
				5	6	7	8	NO	5	6	7	8					5	6	7	8
				1	2	3	4	YES	1	2	3	4					1	2	3	4
				5	6	7	8	NO	5	6	7	8					5	6	7	8
				1	2	3	4	YES	1	2	3	4					1	2	3	4
				5	6	7	8	NO	5	6	7	8					5	6	7	8
				1	2	3	4	YES	1	2	3	4					1	2	3	4
				5	6	7	8	NO	5	6	7	8					5	6	7	8
				1	2	3	4	YES	1	2	3	4					1	2	3	4
				5	6	7	8	NO	5	6	7	8					5	6	7	8
				1	2	3	4	YES	1	2	3	4					1	2	3	4
				5	6	7	8	NO	5	6	7	8					5	6	7	8
				1	2	3	4	YES	1	2	3	4					1	2	3	4
				5	6	7	8	NO	5	6	7	8					5	6	7	8
				1	2	3	4	YES	1	2	3	4					1	2	3	4
				5	6	7	8	NO	5	6	7	8					5	6	7	8
One-Stop Complaint Log Instructions																				
Complaint Number: Last two digits of Program Year + consecutive 3 digit ID number. (Example, first complaint of PY 2010 will be: 10-001 , the next 10-002)																				
Type: Highlight the numeric identifier to indicate type of complaint: 1 Discrimination 2 One-Stop/Job Service 3 One-Stop/WIA 4 Employer/Labor Standards 5 Employer/Job Service Referral 6 Crime, Fraud, Waste 7 Apparent Violation 8 Other partner (ID in comments)																				
MSFW: If complaint is filed by a Migrant/Seasonal Farm Worker highlight YES , if not, highlight NO (response must be entered, do not leave blank)																				
Status of Complaint: Highlight the numeric identifier to indicate: 1 In process, local 2 Info Request, local 3 In-process, State 4 Info Request, State 5 Hearing 6 Enforcement Agency 7 Appeal to USDOL Regional Administrator 8 . Remanded to local level																				
The appropriate status identifier should be highlighted on a timely basis as the complaint reaches each new status level.																				
Resolved: Highlight the numeric identifier to indicate: 1 Local Level 2 State Level 3 Hearing Level 4 Enforcement Agency 5 Did Not Appeal 6 Fail to Respond 7 USDOL Regional Administrator																				
COPY MUST BE SUBMITTED TO THE STATE MONITOR ADVOCATE WITHIN 15 DAYS AFTER THE END OF THE QUARTER.																				

Attachment 3

One-Stop Office	Address	Town	State	Zip	Complaint Specialist	Complaint Specialist Backup	EO Representative	One-Stop Telephone Number
Burlington	795 Woodlane Road	Westampton	NJ	08060	Robert DeMarco	Yvonne Payton	Salina Nichols	609-518-3900
Camden	2600 Mt Ephraim Ave.	Camden	NJ	08104	Terrance Leverett	Dennis Gillies	Glenn Baker	856-614-3150
Dover	107 Bassett Hwy.	Dover	NJ	07801	Carl Jablonski	Leslie Drew	Claudia Sandonato	973-361-9050
East Orange	50 S. Clinton St.	East Orange	NJ	07018	Nancy Davis	Peter Curley	Victor White	973-395-3255
Elizabeth	921 Elizabeth Ave.	Elizabeth	NJ	07201	Gary Paige	Gilberto Claudio	Salvatore Losauro	908-965-3929
Hackensack	60 State St.	Hackensack	NJ	07601	Juanito Chiluisa	Paula Wills	Marvin Major	201-329-9600
Hammononton	44 N. White Horse Pike	Hammononton	NJ	08037	Paul McClellan	Lisa Martinez	Paul McClellan	609-561-8800
Jersey City	438 Summit Ave.	Jersey City	NJ	07306	Dawn Lynch	Marsha Rabinowitz	Constance Mitchell	201-795-8800
Neptune	60 Taylor Ave.	Neptune	NJ	07753	John Brown	Greg Moraetis	John Brown	732-775-1566
New Brunswick	550 Jersey Avenue	New Brunswick	NJ	08901	George Echeverri	Susan Rapka	Malik Muhammad	732-937-6200
Newark	990 Broad St.	Newark	NJ	07102	Morris Murray	Poo Lin	Gregg Gandner	973-648-3370
Newton	Sussex County Mall	Newton	NJ	07860	William Weightman	Diane Jaworski	Claudia Sandonato	973-383-2775
Paterson	370 Broadway	Paterson	NJ	07501	Carlos Delvalle	Marcia McNeel	Walter Toombs	973-977-4350
Perth Amboy	161 New Brunswick Ave	Perth Amboy	NJ	08861	Baden Almonor	Sanford Lichtenberg	Sanford Lichtenberg	732-293-5016
Phillipsburg	75 South Main St.	Phillipsburg	NJ	08865	Lech Szymanski	Sandy Gerrity	Lech Szymanski	908-859-0400
Plainfield	200 W. Second St.	Plainfield	NJ	07060	Pat Dobson	Gary Troisi	Dale Alexander	908-412-7980
Pleasantville	2 South Main St.	Pleasantville	NJ	08232	Paul McClellan	Lisa Martinez	Gary Scarpa	609-813-3900
Salem	174 E. Broadway	Salem	NJ	08079	Mark Dykoff	Ken Thomas	Ken Thomas	856-935-7007
Somerville	75 Veterans Memorial	Somerville	NJ	08876	Debbie Kull	John Kelly	Abbe Brown	908-704-3000
Thorofare	215 Crown Point Road	Thorofare	NJ	08086	Morris Reichman	Paulette Nagorka	Morris Reichman	856-384-3700
Toms River	1027 Hooper Ave.	Toms River	NJ	08753	Maria Gonzalez	Rowland Ugwuala	Maria Gonzalez	732-286-5616
Trenton	26 Yard Avenue	Trenton	NJ	08625	Joyce Yon	Thomas Elliott	Joyce Yon	609-292-0620
Vineland	275 N. Delsea Drive	Vineland	NJ	08360	Anthony Chiesa	Manuel Biagas	Manuel Biagas	856-696-6600
Wildwood	3810 New Jersey Ave.	Wildwood	NJ	08260	Edgar Tuma	Margaret Oxley	Edgar Tuma	609-729-0997

Attachment 4 – New Customer Handouts and Acknowledgement Form

1. Your Right to File a Complaint
2. Types of Complaints and Filing Requirements
3. Equal Opportunity is the Law
4. Customer Acknowledgement Form



You have the right...



to file a complaint.



YOUR RIGHT TO FILE A COMPLAINT

If you have an employment related complaint we may be able to assist you by:

- Investigating complaints about specific jobs to which you were referred by any of the New Jersey One-Stop Career Centers
- Investigating complaints about the One-Stop Career Centers services.
- Referring your complaint to the appropriate enforcement agency for investigation.

What kinds of complaints are investigated?

- If you think an employer has been unfair in dealing with you or has violated employment related laws or regulations.
- If your complaint concerns actions or omissions by the One-Stop Career Center under applicable regulations.

KEEPING INFORMED

The One-Stop Career Center will keep you informed of action taken concerning the status of your complaint.

Attachment 3 – New Customer Handout

HOW TO FILE A COMPLAINT

It's important to provide us with as much information about your problem as possible, this will enable us to investigate and provide you with a prompt response.

Be prepared to provide us with the following:

1. Your name, address and daytime telephone number.
2. Name and address of the employer involved in your complaint or inquiry.
3. Detailed description of the complaint, what happened, the dates involved, and the names of persons involved or witnesses.

YOU MAY FILE YOUR COMPLAINT AT:

(Name Of Complaint Specialist, address and telephone)

Type of Complaint	How to File A Written Complaint	What Happens Next	Appealing a Decision	Secondary Appeals	Applicable Policy and Procedures Document
<p><u>Discrimination</u> Complaint alleging discrimination by the OSCC (Job Service/Workforce Investment Act (WIA) Title 1 funded entity) because of race, color, religion, sex, national origin, age, disability, political affiliation, belief, or citizenship status as a lawfully admitted immigrant authorized to work in the US.</p>	<p>Within 180 days of the alleged act of discrimination, a complaint can be filed with the Local or State EEO or Complaint Specialist</p>	<p>The recipient of the complaint has 90 days to respond to the complainant with a Notice of Final Action</p>	<p>The complainant has 30 days after the Notice of Final Action to file an appeal with the USDOL - Civil Rights Center. If no Notice of Final Action is received, the complainant has 30 days from the end of the 90 days to file an appeal.</p>	<p>n/a</p>	<p>29 CFR Part 37</p>
<p><u>Workforce Investment Act (WIA) Services</u> Complaint alleging violation of the WIA and/or provisions of a related agreement</p>	<p>Complaints should be filed with the local OSCC Complaint Specialist. There is no time limit for filing a complaint.</p>	<p>Within 60 days of filing the complaint, the recipient of the complaint will complete a hearing and offer a written decision</p>	<p>If complainant does not receive a decision within 60 days, or receives an adverse decision, complainant has 30 days to appeal to the LWD, Director, Workforce Field Operations</p>	<p>When complainant has exhausted the local and State complaint process, complainant may appeal to the Secretary of the U.S. Department of Labor</p>	<p>N.J.A.C. § 12:42-1.1 et seq.</p>
<p><u>Job Service/Labor Exchange</u> Complaint about OSCC Job Service actions or omissions</p>	<p>Within 1 year of the alleged occurrence, a complaint can be filed with the local OSCC Complaint Specialist</p>	<p>Complaint specialist will attempt to resolve complaint within 15 working days (5 days for complaints by MSFWs)</p>	<p>If the local complaint specialist does not resolve the complaint, it is sent to the State Complaint Specialist who has 30 days (20 days for complaints by MSFWs) to respond</p>	<p>When complainant has exhausted the local and State complaint process, complainant may appeal to the Regional Administrator, USDOL, Employment and Training Administration</p>	<p>20 CFR § 658.400 et seq. and New Jersey Unified OSCC Customer Complaint Procedure</p>
<p><u>Employer/Labor Standards</u> Complaint from customer placed into an OJT program alleging labor standards violations under 29 U.S.C. § 2931(b)</p>	<p>Complaints should be filed in writing with the local OSCC Complaint Specialist</p>	<p>Within 60 days of filing the complaint, the recipient of the complaint will complete a hearing and offer a written decision</p>	<p>If complainant does not receive a decision within 60 days, or receives an adverse decision, complainant has 30 days to appeal to the LWD, Director, Workforce Field Operations</p>	<p>When complainant has exhausted the local and State complaint process, complainant may appeal to the Secretary of Labor</p>	<p>N.J.A.C. § 12:42-1.1 et seq.</p>
<p><u>Employer/Job Service Referral</u> Complaint against an employer about the specific job that an applicant was referred to by the Job Service at the OSCC</p>	<p>Within 1 year of the alleged occurrence, a complaint can be filed with the local OSCC Complaint Specialist</p>	<p>Complaint specialist will attempt to resolve complaint within 15 working days (5 days for complaints by MSFWs)</p>	<p>If the local complaint specialist does not resolve the complaint, it is sent to the State Complaint Specialist who has 30 days (20 days for complaints by MSFWs) to respond</p>	<p>When complainant has exhausted the local and State complaint process, complainant may appeal to the Regional Administrator - DOL ETA</p>	<p>20 CFR § 658.400 et seq. and New Jersey Unified OSCC Customer Complaint Procedure</p>
<p><u>Other Complaints</u></p>	<p>Complaints should be filed in writing with the local One-Stop Complaint Specialist</p>	<p>Complaint Specialist will route complaints to the appropriate enforcement agency, another public agency, or other appropriate assistance</p>	<p>Complaints will be handled according to each agency's established complaint resolution process</p>	<p>Complaints will be handled according to each agency's established complaint resolution process</p>	
<p>New Jersey LWD is an Equal Opportunity Employer with equal opportunity programs. Auxiliary aids and services are available upon request to individuals with disabilities.</p>					

Equal Opportunity is the Law

It is against the law for the New Jersey LWD and all recipients of Workforce Investment Act financial assistance to discriminate on the following bases:

Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and

Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary’s citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

Deciding who will be admitted, or have access, to any WIA Title-I financially assisted program or activity:
Providing opportunities in, or treating any person with regard to, such a program or activity; or
Making employment decisions in the administration of, or in connection with, such a program or activity.

If you think you have been subjected to discrimination under a WIA 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 recipient’s EEO (or the person whom the recipient has designated for this purpose): or
The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue, NW, Room N-4123, Washington, DC 20210.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). The recipient must offer you alternative dispute resolution in an effort to resolve your complaint.

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action (29 CFR Part 37.30).

For more information, contact:

State EEO
Clara Rivera-Pacheco
PO Box 110
Trenton, New Jersey 08625-0945
Tel. #: 609-292-7022
TDD #: 1-800-949-4232

Local EEO

Name: _____
Address: _____

Tel.# _____
TDD #: 1-800-949-4232

Customer Acknowledgement Form

I have been provided copies of the following handouts explaining my rights as a OSCC customer including the right to file a complaint:

- Your Right to File a Complaint
- Types of Complaints and Filing Requirements
- Equal Opportunity is the Law

OSCC staff explained these rights to me, gave me the opportunity to ask questions, and included the name, address, and telephone number for the OSCC Complaint Specialist and the State EEO.

Customer Signature

Date

Customer Name (Please Print)

FIELD CHECK/APPARENT VIOLATION FORM

Date Received:

20 CFR 653.113(a) states: “if a state employee observes, has reason to believe, or is in receipt of information regarding a suspected violation of employment related laws, or Job Service regulations by an employer only involving a migrant seasonal farm worker, the employee must document the suspected violation...”.

20 CFR 653.503(a) states: “The state agency shall conduct random, unannounced field checks at agricultural worksites to which job placement have been made... if conditions are not as stated in the job order, or if an employer is violating an employment related law, the state shall document the findings and attempt informal resolution”.

In addition to the employer’s name, address and phone number, to the extent possible, please include addresses and phone numbers of any persons involved in or able to corroborate the information alleged in the apparent violation.

A. Employer:

B. Employer’s Address and Telephone Number (include e-mail address, if available):

C. Source of Information (customer, outreach, consultant observation, telephone call, field check, etc):

D. Indicate what happened &/or describe the situation:

E. Identify and attach all documentation and related materials:

VIOLATION

1. a. Does this employer have a current listing with NJLWD? NO YES
- b. Has this employer had a listing with NJLWD within the last 12 months? NO YES
- c. Does the current situation suggest violations of the job listing? NO YES
- d. Does the current situation suggest violations of Job Service regulations? NO YES
- e. Does the current situation suggest violations of employment related laws? NO YES
2. If **1.a.** is NO check the Non JS related box
 If **1.a. or, 1.b. and 1.c.** are BOTH YES, check the JS-Related box
 NO – Non JS-Related YES – JS-Related
3. Does the violation involve a MSFW? Non-MSFW MSFW
4. Indicate all the issues involved and/or alleged:
 Wages- Field Sanitation- Health/Safety- Child Labor- Migrant Seasonal Protection Act- State FLC license-
5. Does the complaint involve Temporary Labor Certification, Agricultural (H2A) or other workers?
 H2A Worker H2A Employer _____Other Worker _____Other Employer
 If H2A related, please indicate all of the issues involved and/or alleged:
 Transportation- Housing- Wages- H2A Job Listing Assurances- Meals- Working Conditions- Other-

NOTE: Apparent or field check violations alleging unlawful discrimination are to be forwarded immediately to the State EEO

E. Was the apparent violation or field check violation resolved by the local office? NO YES

Indicate actions taken at local office- include a summary of actions taken, attempts to resolve the violation and comments or recommendations that may assist in the investigation and contribute to the agency determination of the apparent violation or field check violation:

Referral made to:

<input type="checkbox"/> State Wage and Hour	<input type="checkbox"/> State Monitor Advocate	<input type="checkbox"/> State EO Officer	<input type="checkbox"/> Federal ESA Wage & Hour	<input type="checkbox"/> OSHA	<input type="checkbox"/> Federal ETA
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