MASSACHUSETTS ONE-STOP CAREER CENTERS

You have the right…

to file a complaint.

DCS MASSACHUSETTS DIVISION OF CAREER SERVICES

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 Massachusetts 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.

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:

Your nearest One-Stop Career Center

or

Division of Career Services
19 Staniford Street, 1st Floor
Boston, MA 02114

Attn. José V. Ocasio