

COMPLAINT TYPE AND JURISDICTION		Local Level	State Level
A	Non-Criminal Complaints – WIOA / Wagner-Peyser (Service Related)	Yes	Yes
B	About Job Orders (Terms and Conditions)	Yes	Yes
C	About Violations of Employment Related laws (State or Federal)	No	Yes
D	About Employers (complainant not referred by OSCC)	No	Yes
E	Migrant & Seasonal Farm Workers	Yes	Yes
F	Veterans (Ref. to LVER for resolution)	Yes	Yes
G	Against employer in another State	No	Yes
H	Against more than one OSCC	No	Yes
I	Against DCS (State wide Violations)	No	Yes
J	UI Complaints (Ref. to DUA) / TANF (Ref. to DTA)	No	No
K	Discrimination / EEO Complaints	Yes	Yes
L	Criminal Complaints	No	No
M	Federal Contractors Job Listings (Ref. to U.S. DOL, ESA, WHD)	No	No
N	Staff Complaints (contact your Human Resources Office / EO Officer)	No	Yes
PROCESSING TIME FRAMES			
Wagner-Peyser (Title III) & Title I	Within 2 year of alleged violation		
Discrimination Complaints	Within 180 days of the alleged violation		
Processing Time Frames			
For Both (MSFW / Non-MSFW)	Attempt informal resolution within 5 working days of filing.		
Non-MSFWs Complaints	Within 15 working days of date the written complaint is received		
MSFWs Complaints	Within 5 working days of date the written complaint is received		
Note: If not resolved to satisfaction of complainant within the above mentioned time frames, an opportunity to appeal to the State Level must be granted			
If additional information is requested			
Non-MSFWs Complaints	If additional information is not received within 20 working days from the date the request was made, the complaint is considered resolved		
MSFWs Complaints	If additional information is not received within 40 working days from the date the request was made, the complaint is considered resolved		
Reopening complaints due to lack of response (20 – 40 days)	Within 1 year after date closed.		
Appeal / Hearings - State Level			
Complainant dissatisfied	Within 20 working days of receipt of determination from the local area		
State Level Resolution must take place:			
Non-MSFWs Complaints	Within 30 working days		
MSFWs Complaints	Within 20 working days		
If additional information is requested			
Non-MSFWs Complaints	Not received within 20 working days from request date, complaint is considered resolved		
MSFWs Complaints	Not received within 40 working days from request date, complaint is considered resolved		
Reopening complaints due to lack of response (20 – 40 days)	Within 1 year after date closed.		
Appeal Rights after State Level Determination			
For Title I and W-P complaints	Within 30 working days of receipt of determination from the State		
For WIOA related Discrimination complaints	Must be filed within 30 calendar days of receipt of the State's decision; or after the mandated 60 calendar days has elapsed for the State to have issued a decision		
OSCC Reporting			
All offices	Within 30 working days after the end of the PY quarter - (Oct 15, Jan 15, Apr 15 & Jul 15)		
Follow-up Guidelines - (if referred to Enforcement agency)			
MSFW complaints	Within 30 working days from the day the complaint was referred for investigation		