



## A Customer's Guide To The Unified Complaint System

Workforce Innovation and Opportunity Act (WIOA) applicants and participants have the right to file a complaint or grievance to resolve WIOA related disputes. Complaint or grievances must be filed in writing within one year (for Title I activities), within 2 years (for Employment Service activities) and/or within 180 days (for Discrimination Complaints) after the alleged violation occurred. Individuals who file a complaint and/or grievances are protected from retaliation and are permitted to have translators, interpreters and/or a representative of their choice during the resolution process.

### ***How to file a complaint or grievance?***

Each MassHire Career Center (MCC) has a designated Complaint/EO and/or backup officers to receive and accept complaints during normal business hours. MCC staff will assist record in writing complaints filed by applicants including individuals who are Limited English Proficient (LEP), Migrant and Seasonal Farmworkers (MSFW), and/or from other interested parties.

You may file a complaint or grievance at the local MassHire Career Center or with the State Complaint Officer.

#### **Local Complaint Officer:**

**Name:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

#### **State Complaint Officer:**

MassHire Department of Career Services  
19 Staniford St, 1<sup>st</sup> Floor  
Boston, MA 02114  
Attn. State Complaint Officer  
E-mail: [DCSUnifiedComplaint@detma.org](mailto:DCSUnifiedComplaint@detma.org)

You will be provided the opportunity for an informal resolution to be completed within 5 days from the date the grievance or complaint is filed. If you decide not to resolve the complaint via the Informal Resolution process, then the local/State Complaint Officer (CO) will conduct a formal investigation.

### ***What happens after you submit your complaint or grievance?***

1. The Complaint Officer (CO) will determine if the complaint falls within his/her jurisdiction.
  - If he/she have no jurisdiction, he/she will notify you and refer you to the appropriate enforcement agency.
    - Violations to U.S. DOL, Occupational Safety and Health Administration (OSHA) and Wage and Hour Division (WHD) will be documented and referred to the appropriate enforcement agency for resolution.
  - If it is within their jurisdiction, they will offer to resolve the dispute informally or may conduct an administrative investigation.
2. The Complaint Officer (CO) will act as an impartial, fact-finding third party. During the investigation, they are not representing you, the career center, 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 applicable regulations.
3. After all the facts have been gathered, COs evaluate the information and make a decision.
4. COs will notify you of the outcome of your complaint.

### ***THE HEARING/APEAL 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 timeframes listed in the determination notice.

**KEEPING INFORMED** - The Complaint/EO Officer will keep you informed of any action taken concerning your WIOA related complaint.

**LOCATE A MASSHIRE CAREER CENTER IN YOUR COMMUNITY HERE >** <https://www.mass.gov/masshire-career-centers>