

- Customer visits a MCC and informs staff of intent to file a complaint.
- Customer (complainant) is directed to the Complaint/EO Officer, Back-up Complaint/EO Officer, or Manager.
- Determine complainant's multi-lingual needs.

**COMPLAINT FILED**

**Determine Jurisdiction\***

- Program or service- related
  - Discrimination, Fraud and abuse, Labor standards violation
- (\*issues may reveal multiple)

**LEGEND**

- Lines and arrows represent the sequence/relationship of steps
- Rectangles represent a process
- Ovals represent the start or end of a workflow
- Diamonds represent a decision
- Parallelograms represent inputs or outputs

- Document to local complaint log
- MassHire Program Service-Related Complaint(s) proceed with processing
  - **Non-MassHire Complaints such as DISCRIMINATION COMPLAINT, FRAUD & ABUSE COMPLAINT, LABOR STANDARDS VIOLATION:** Refer to the MDCS State Complaint Officer for referral to the appropriate enforcement agency.

**PROGRAM/SERVICE-RELATED COMPLAINT**

Attempt Informal Resolution within five (5) business days.

**SUCCESSFUL INFORMAL RESOLUTION  
OR  
SUCCESSFUL MSFW DETERMINATION**

- Document the resolution
- Issue resolution notice/determination signed by all parties
- Update Complaint Log
- Save all documentation as part of the Complaint file

**CLOSE CASE**

**UNSUCCESSFUL INFORMAL RESOLUTION  
OR  
MSFW REQUESTED FACT-FINDING**

Proceed to formal resolution process in adherence with policy guidelines (which can include a hearing).