



Downloading and Submitting of the Complaint System Log

Attachment E1

The Complaint System Log revised 08/2024 is now a fillable PDF document. To maintain the functionality of this fillable PDF document please use the following steps:

Note: you should be using a pdf reader such as Adobe Acrobat Reader. If a pdf reader has not yet been installed on your device and you cannot do so yourself because you do not have “admin” privileges on your device, contact your IT department. Using an internet browser as a pdf reader will limit the functionality of the document.

First: Complete in the Complaint Log. You can find instruction below or if you hover over any of the fields a “tool tip” will pop up providing instruction as to what is required in the selected field.

Second: Once you have finished inputting the required information, click the “Submit Log” button on the bottom right-hand corner of the document. If you have not set a default email client on your device, a dialog box will open asking you to for the email client you would like to use. Select one and click “ok”. This will open an email already populated with the Complaint Log attached. Simply click “Send”.

Finally: Return to your already completed pdf document and save it as you normally would for your records.

IMPORTANT:

*In the event no complaints have been made in any quarter, the Complaint Officer **must** still submit a copy of the Log indicating, “No complaints filed” for the specific quarter.*

Complaint Logs are due in to the State Complaint Officer's by the **30th** working day of the month following the end of a quarter. E-mail complaint logs to: DCSUnifiedComplaint@mass.gov

Instructions for Completion of the Complaint System Log

WDB / OSCC: Select from the drop down menu the name of location submitting the complaint log.

Fiscal Year (FY): Select the FY for which the report is being submitted. Each Fiscal Year begins July 1 and ends June 30th.

Complaint Officer: Enter the name of the complaint officer or back-up assigned to this location.

Quarter Ending: Select the quarter, according to ending month, for which the report is being submitted.

- Complaint Log **Quarter Ending:** **1st Qtr.** September 30th, **2nd Qtr.** December 31st, **3rd Qtr.** March 31st, **4th Qtr.** June 30th.
- Complaint Log **Due dates:** **1st Qtr.** October 30th, **2nd Qtr.** January 30th, **3rd Qtr.** April 30th, **4th Qtr.** July 30th.

Complaint Number (No): Enter the assigned complaint number (Last two digits of Program Year + consecutive 3-digit ID number. (Example, first complaint of FY 2020 will be: 20-001, the next 20-002). Complaint numbers should run continuously throughout the Fiscal Year, restarting at #1 beginning July 1 of each Fiscal Year.

Date: Enter the date complaint was received.

Name of Complainant: Enter the name of individual / interested party lodging the complaint.

Name of Respondent: Enter the name of the individual, employer, organization, association, or other entity against which the complaint is being lodged.

Type of Complaint: Select from the drop down menu the type of complaint being reported on.

MSFW: If the complaint is filed by or on behalf of a Migrant/Seasonal Farm Worker select - YES, if not, select NO (response must be entered, do not leave blank)

Status of Complaint: Select from the drop down menu the status of the complaint as of the date of the submission of this complaint log.

Comments: Enter any appropriate comments / notes pertinent to the complaint.

Resolved: If resolution has been achieved, select from the drop down menu the resolution status of the complaint

Requests for additional information or forms may be directed to the MDCS Complaint Officer at
DCSUnifiedComplaint@mass.gov