

# Unified Complaint System and Appeals Process

## A Quick Start Guide

### If you have a complaint about...

- A job you were referred to by a MassHire Career Center
- Employment related to the agricultural industry
- Services provided or training denied by A MassHire Career Center (MCC)
- Training you attended that was funded (in whole or in part) by a MassHire Career Center
- Other employment-related issues
- Discrimination or Equal Employment Opportunity (EEO) matters
- Services under The Trade Adjustment Assistance (TAA) program

### You may file a complaint

#### IN PERSON

At your nearest MassHire Career Center (MCC)

#### BY EMAIL OR TELEPHONE

[dcsunifiedcomplaint@mass.gov](mailto:dcsunifiedcomplaint@mass.gov)  
(617) 626-5587

#### BY MAIL

Department of Career Services  
Attention: State Complaint Officer  
100 Cambridge St., Fifth Floor  
Boston, MA 02114

### How to file a complaint

Complete the MassHire Career Center (MCC) Complaint Form and include the following information:

- Copies of ALL documents related to your complaint.
- A summary of the efforts that you have made to resolve the problem
- A detailed explanation of your complaint, including events in the order they occurred:
  - Dates
  - Other parties involved
  - Names of the people you dealt with

*It's important to give us as much information about the problem as possible. This will assist us in providing a quicker response to you.*



DEPARTMENT OF  
CAREER SERVICES

To find a MassHire Career Center  
in your community, please visit:  
[mass.gov/careercenters](https://mass.gov/careercenters)

