

Revised 08.15.25

The "Unified Complaint System Tracker & Log" is a "shared" Microsoft Excel workbook stored in SharePoint. Consisting of (29) individual, password-protected worksheets – one for each MassHire Career Center – it is designed to serve as a comprehensive tool for documenting, tracking, and analyzing complaints, ultimately aiming to build a credible record for each filed complaint.

Additionally, the "Unified Complaint System Tracker & Log" helps to identify trends and patterns, provide a basis for investigation, facilitate problem resolution, support continuous improvement, and document required training.

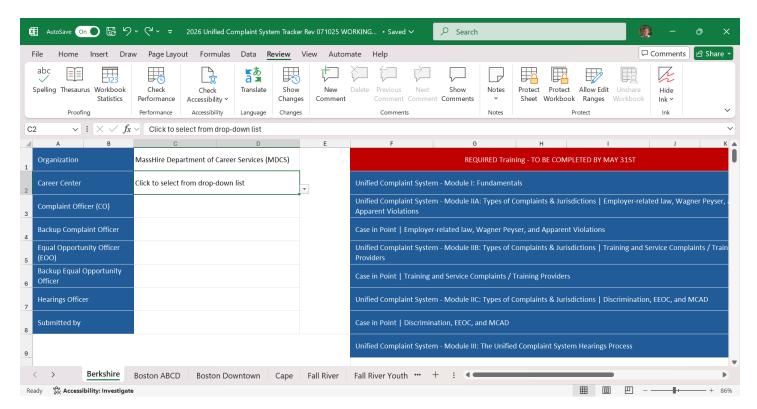
This "Quick Start Guide" will demonstrate how to navigate and use the "Unified Complaint System Tracker & Log."

### **Accessing the Unified Complaint System Tracker & Log**

To access the "Unified Complaint System Tracker & Log" in Microsoft SharePoint, click the link\* below.

#### "UNIFIED COMPLAINT SYSTEM TRACKER & LOG" HYPERTEXT LINK TO BE ADDED HERE

\* **IMPORTANT**. When working with the "Unified Complaint System Tracker & Log", it is crucial that you access the file using the link provided to ensure collaboration, version control and security.



"Unified Complaint System Tracker & Log" screenshot

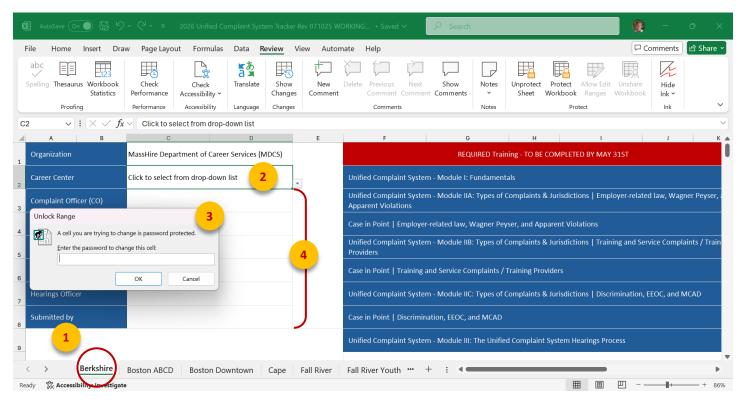


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### **Using the Unified Complaint System Tracker**

#### **Career Center Information**

- 1. Locate and click your "Career Center" tab to open the worksheet.
- 2. On the worksheet, click to open the Career Center drop-down list and select your Career Center. You will be asked to enter a password to unlock the cell range.
- 3. Enter the password provided to you in the accompanying email and click OK.
- 4. Perform the following where indicated:
  - Enter the name of the Complaint Officer and Backup Complaint Officer.
  - Enter the name of the Equal Opportunity Officer and Backup Equal Opportunity Officer.
  - Enter the name of the Hearings Officer.
  - Enter the name of the individual submitting the Complaint Log.
  - Enter additional notes if needed.



"Unified Complaint System Tracker & Log" screenshot



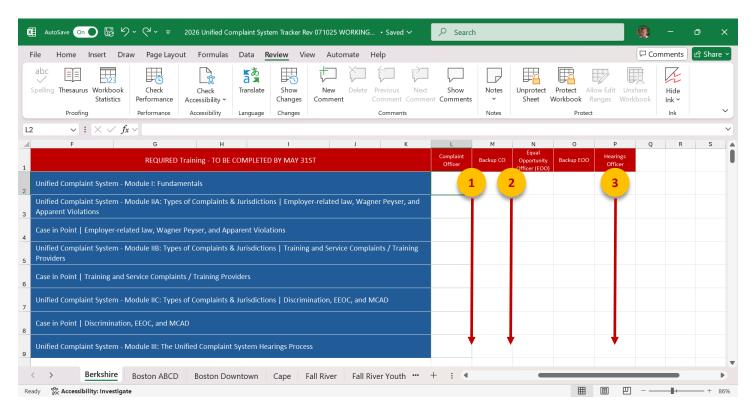
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#### Using the Unified Complaint System Tracker CONTINUED

### **Required Training**

Unified Complaint System training **MUST** be completed and documented by Complaint Officers (including designated backups), Equal Opportunity Officers (including designated backups), and Hearing Officers by May 31st each year. To confirm that training has been completed, perform the following:

- 1. Enter the initials of the Complaint Officer and Backup Complaint Officer next to each training completed.
- 2. Enter the initials of the Equal Opportunity Officer and Backup Equal Opportunity Officer next to each training completed.
- 3. Enter the initials of the Hearings Officer next to each training completed.



"Unified Complaint System Tracker & Log" screenshot



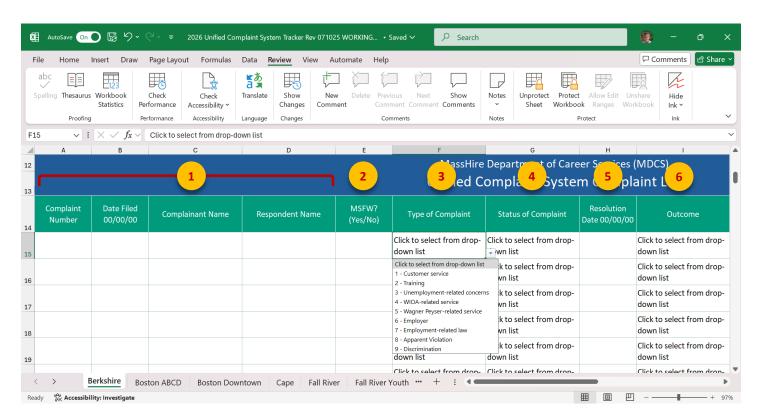
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#### Using the Unified Complaint System Tracker CONTINUED

### **Complaint Log**

The Unified Complaint System must include the essential information necessary to efficiently track, manage, and resolve customer complaints. It also provides valuable data for analysis, helping us to learn from customer feedback and improve our and overall customer experience.

- 1. Enter the Complaint Number, Date Filed, Complainant Name, and Respondent Name where indicated.
- 2. Select "Yes" or "No" to indicate if the complainant is a Migrant or Seasonal Farm Worker (MSFW).
- 3. Select the Type of Complaint from the drop-down list.
- 4. Select the Status of Complaint from the drop-down list.
- 5. Enter the Resolution Date (i.e., when a determination is made).
- 6. Select the Outcome (i.e., when a determination is made).



"Unified Complaint System Tracker & Log" screenshot

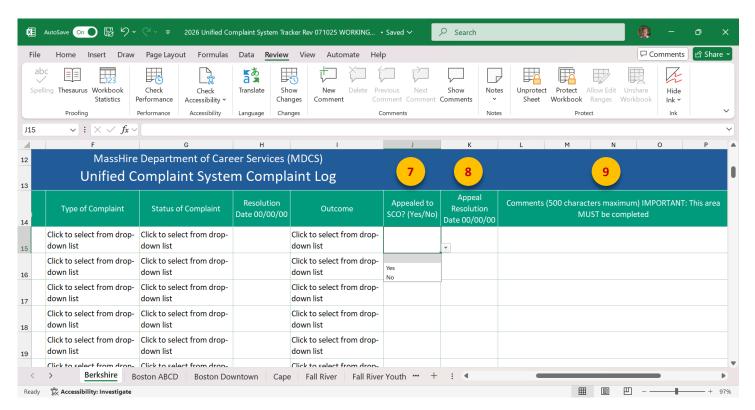


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#### Using the Unified Complaint System Tracker CONTINUED

#### Complaint Log CONTINUED

- 7. Select "Yes" or "No" to indicate if the complaint is appealed to the State Complaint Officer (SCO).
- Enter the Appeal Resolution Date (i.e., when a determination is made).
- 9. Enter comments. NOTE: This area MUST be completed.



"Unified Complaint System Tracker& Log" screenshot

### Saving Your Work and Closing the Unified Complaint System Tracker

As a "shared" file stored in SharePoint, changes made to the "Unified Complaint System Tracker & Log" are automatically saved (typically every few seconds) by Autosave. To confirm your work is saved before closing the file\*, check the AutoSave toggle in the upper left-corner of the window (e.g., "Saved" if changes are saved or "Saving" if AutoSave is actively saving your work to the cloud).

**IMPORTANT.** To ensure your data is secured and only accessible when necessary, it is crucial that you explicitly **close the file\*** immediately upon completing your work. By doing so, you'll significantly reduce the risk of unauthorized access or accidental data deletion/modification, issues with syncing changes, or creating conflicts if multiple users are accessing the file simultaneously.

\* To close your file (workbook), click the "File" tab on the top ribbon. Then, click the "Close" option in the drop-down menu that appears.