



Unified Complaint System Tracker & Log

Quick Start Guide

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.

	A	B	C	D	E	F	G	H	I	J	K
1	Organization		MassHire Department of Career Services (MDCS)			REQUIRED Training - TO BE COMPLETED BY MAY 31ST					
2	Career Center		Click to select from drop-down list			Unified Complaint System - Module I: Fundamentals					
3	Complaint Officer (CO)					Unified Complaint System - Module IIA: Types of Complaints & Jurisdictions Employer-related law, Wagner Peyser, and Apparent Violations					
4	Backup Complaint Officer					Case in Point Employer-related law, Wagner Peyser, and Apparent Violations					
5	Equal Opportunity Officer (EOO)					Unified Complaint System - Module IIB: Types of Complaints & Jurisdictions Training and Service Complaints / Training Providers					
6	Backup Equal Opportunity Officer					Case in Point Training and Service Complaints / Training Providers					
7	Hearings Officer					Unified Complaint System - Module IIC: Types of Complaints & Jurisdictions Discrimination, EEOC, and MCAD					
8	Submitted by					Case in Point Discrimination, EEOC, and MCAD					
9						Unified Complaint System - Module III: The Unified Complaint System Hearings Process					

“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



Using the Unified Complaint System Tracker CONTINUED

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:

- AutoSave On 2026 Unified Complaint System Tracker Rev 071025 WORKING... Saved

File Home Insert Draw Page Layout Formulas Data Review View Automate Help

Comments Share

Spelling Thesaurus Workbook Statistics Check Performance Check Accessibility Translate Show Changes New Comment Delete Previous Comment Next Comment Show Comments Notes Unprotect Sheet Protect Workbook Allow Edit Ranges Unshare Workbook Hide Ink

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	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	REQUIRED Training - TO BE COMPLETED BY MAY 31ST						Complaint Officer	Backup CO	Equal Opportunity Officer (EOO)	Backup EOO	Hearings Officer			
2	Unified Complaint System - Module I: Fundamentals						1	2			3			
3	Unified Complaint System - Module IIA: Types of Complaints & Jurisdictions Employer-related law, Wagner Peyser, and Apparent Violations													
4	Case in Point Employer-related law, Wagner Peyser, and Apparent Violations													
5	Unified Complaint System - Module IIB: Types of Complaints & Jurisdictions Training and Service Complaints / Training Providers													
6	Case in Point Training and Service Complaints / Training Providers													
7	Unified Complaint System - Module IIC: Types of Complaints & Jurisdictions Discrimination, EEOC, and MCAD													
8	Case in Point Discrimination, EEOC, and MCAD													
9	Unified Complaint System - Module III: The Unified Complaint System Hearings Process													

Berkshire Boston ABCD Boston Downtown Cape Fall River Fall River Youth

Ready Accessibility: Investigate

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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).

Complaint Number	Date Filed 00/00/00	Complainant Name	Respondent Name	MSFW? (Yes/No)	Type of Complaint	Status of Complaint	Resolution Date 00/00/00	Outcome
					Click to select from drop-down list	Click to select from drop-down list		Click to select from drop-down list
					Click to select from drop-down list	Click to select from drop-down list		Click to select from drop-down list
					Click to select from drop-down list	Click to select from drop-down list		Click to select from drop-down list
					Click to select from drop-down list	Click to select from drop-down list		Click to select from drop-down list
					Click to select from drop-down list	Click to select from drop-down list		Click to select from drop-down list
					Click to select from drop-down list	Click to select from drop-down list		Click to select from drop-down list
					Click to select from drop-down list	Click to select from drop-down list		Click to select from drop-down list
					Click to select from drop-down list	Click to select from drop-down list		Click to select from drop-down list
					Click to select from drop-down list	Click to select from drop-down list		Click to select from drop-down list

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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).
8. Enter the Appeal Resolution Date (i.e., when a determination is made).
9. Enter comments. NOTE: This area **MUST** be completed.

Type of Complaint	Status of Complaint	Resolution Date 00/00/00	Outcome	Appealed to SCO? (Yes/No)	Appeal Resolution Date 00/00/00	Comments (500 characters maximum) IMPORTANT: This area MUST be completed
Click to select from drop-down list	Click to select from drop-down list		Click to select from drop-down list			
Click to select from drop-down list	Click to select from drop-down list		Click to select from drop-down list	Yes No		
Click to select from drop-down list	Click to select from drop-down list		Click to select from drop-down list			
Click to select from drop-down list	Click to select from drop-down list		Click to select from drop-down list			
Click to select from drop-down list	Click to select from drop-down list		Click to select from drop-down list			
Click to select from drop-down list	Click to select from drop-down list		Click to select from drop-down list			

“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.