

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

# MassWorkforce Issuance

100 DCS 03.101

☐ Policy ☒ Information

**To:** Chief Elected Officials  
Workforce Development Board Chairs  
Workforce Development Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Operations Managers  
EO & Complaint Officers  
EOLWD Director of Diversity

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
Department of Career Services

**Date:** July 22, 2015

**Subject:** **Designation of Local Complaint Officer/Equal Opportunity Officer and Alternates**

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**Purpose:** In order for the Department of Career Services (DCS) to remand, in a timely manner any complaints that it receives we are requesting an up to date list of all of the Complaint Officers (CO), Equal Opportunity Officers (EOO) and an alternate for each.

**Background:** As required by and stated in the MassWorkforce Issuance #100 DCS 03-101, Unified Workforce Investment System Complaint and Appeals Process Policy, Attachment A which can located at,  
<http://www.mass.gov/massworkforce/docs/issuances/wioa-policy/03-101a.pdf>

## **WORKFORCE AREA REQUIRED ELEMENTS**

**Designation of Local Complaint Officer/Equal Opportunity Officer and Alternates** - At a minimum, each Local Workforce Area shall designate one Complaint Officer (CO) and one Equal Opportunity Officer (EOO) and an alternate for each. The CO shall be responsible for initial handling of complaints pursuant to relevant policy. The same individual may be designated as both the CO and the EOO. The name, business address and telephone number of the designated CO and EOO shall be publicized and included in all customer information describing how to file a complaint.

The number of local COs and EOOs (and alternates) designated by the Local Workforce Area should be guided by the area's need to assure that the process of complaint resolution must begin immediately upon receipt of the complaint *without delay* and must be conducted within the timeframes required by the nature of the complaint. Each local career center shall have on-site staff ready to handle the initial complaint process.

**Action**

**Required:** By close of business on July 30, 2015, please email Maria Caira at [MCaira@detma.org](mailto:MCaira@detma.org) with the name, business address, telephone number and email address for:

One Complaint Officer (CO), and a CO alternate one Equal Opportunity Officer (EOO) and an EOO alternate.

**Inquiries:** Questions regarding this matter should be directed to Timothy Dooling at [TDooling@detma.org](mailto:TDooling@detma.org) or (617) 626-6179.