

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

# Mass Workforce Issuance

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**100 DCS 03.105**

☐ Policy

☒ Information

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**To:** Chief Elected Officials  
Workforce Board Chairs  
Workforce Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Operations Managers

**cc:** WIOA State Partners

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

**Date:** June 22, 2016

**Subject:** **Unified Complaint System E-Mail Box**

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**Purpose:** To notify Local Workforce Boards, One-Stop Career Center Operators and other local workforce partners of the implementation of the Unified Complaint System e-mail box to receive customers' formal complaints, for interested parties concerns.

**Background:** A new e-mail box has been established for submittal of formal complaints regarding the services received by customers and/or interested parties affected by the Workforce Innovation and Opportunity Act (WIOA). The e-mail address is: [dcsunifiedcomplaint@massmail.state.ma.us](mailto:dcsunifiedcomplaint@massmail.state.ma.us).

Jose Ocasio and Beth Goguen will oversee the receipt of any correspondence in the new e-mail box.

This e-mail box must also be used by Career Center staff to submit complaint logs at the end of the quarter. Even if a local area has not received any formal complaints during a particular calendar quarter, a "blank" Complaint Log identifying the Career Center must be submitted, within 15 days after the close of each calendar quarter (1st Quarter - Sept 30th, 2nd Quarter - Dec. 31st, 3rd Quarter - Mar. 31st & 4th Quarter - June 30th).

Federal regulations direct that State Workforce Agencies (SWAs) and One-Stop Career Centers (a.k.a. American Job Centers) ensure that information pertaining

to the use of the Unified Workforce Investment System Complaint and Appeals Process is publicized. This must include the prominent display of the U.S. Department of Labor (DOL), Employment and Training Administration (ETA) approved One-Stop Career Center complaint system poster at each Career Center, affiliate or sub-recipient office.

The Complaint System poster (Attachment G) of Policy 100 DCS 03.101 reflects recent changes regarding the designation of the Complaint Officer and the new e-mail box.

This required poster must be replaced if it becomes worn, tattered, soiled or when updated. OSCC Directors must allocate sufficient space on Career Center bulletin boards to accommodate this poster.

**Action**

**Requested:** One-Stop Career Center Directors and designated complaint officers must disseminate/promote the use of the new e-mail box among customers or interested parties. One-Stop Career Center Directors must verify that all required posters are appropriately displayed at each location under their jurisdiction.

**Inquiries:** For questions about this issuance or requests for additional copies of the required posters, contact José Ocasio by e-mail at ([jose.ocasio@massmail.state.MA.US](mailto:jose.ocasio@massmail.state.MA.US)) or phone (617) 626-5587.