

Completion of ETA Form 8429 - One Stop Career Center (OSCC) Complaint/Referral Record

“For OSCC Use Only” section (at top of form)

The Career Center Manager, or their designee, is required to complete this section. This information should correspond to the information entered on the quarterly log.

Part I (Complainant’s Information)

1. **Lines 1 – 7** This section should be filled out either by the complainant or the staff person receiving the complaint.
2. **Line 8 (Description of Complaint)** The complainant must describe the complaint, indicating the expected results. If the complainant is unable to fill out this section and assistance is given, the statement should be written in the first person. An additional sheet of paper should be provided if extra space is necessary. Additional sheets are to be identified with the name and signature of the complainant. To ensure that no further comments are added to the original statement, a diagonal line should be drawn from the last word of the statement to the end of the page.
3. **Line 9 (Signature of Complainant)** For local resolution, the complainant does not have to sign. However, the form must be signed by at least one complainant for the complaint to be referred to a higher level. If the complainant refuses to do so, a statement by the Career Center official taking the complaint will be written to this effect. The complainant will be further advised, in writing by the Career Center Manager, that since he/she refuses to sign the complaint, no further action can be taken on the complaint (see sample letter in Appendix C – Request for Complainant’s Signature). The complainant’s signature should be on each additional sheet used for line 8 (Description of Complaint).

Part II (For OSCC Use Only)

1. **The Career Center Manager, or their designee, is required to complete lines 1 through 5. This information should correspond to the information entered on the Quarterly Log.**
2. **Lines 7 through 9 should be completed if the complaint cannot be handled locally.**
3. **The person taking the complaint must sign and complete lines 10 through 12 of this form.**
4. **Make four copies of completed and signed form:**
 - Original and one copy shall be kept in the local Career Center complaint file.
 - One copy shall be given to the complainant.
 - One copy shall be sent to the State Complaint Resolution Administrator or other referred agency with copies of all other documents related to that claim.

Attachment A4

- Forms for locally resolved complaints will be forwarded to the State Complaint Resolution Administrator at the time of quarterly log submission.
- Forms for complaints not resolved at the local level must be forwarded to the State Complaint Resolution Administrator immediately upon determination.

Complaint Resolution

A Career Center-related complaint is considered resolved when any of the following occurs:

- The complainant indicates satisfaction with the outcome.
- The complainant or the complainant's authorized representative fails to respond within 20 working days [or in cases where the complainant is a MSFW, 40 working days] of a written request for information by the appropriate local or State office.
- The complaint exhausts the final level of review.
- A final determination has been made by the enforcement agency to which the complaint was referred.