

Complaints NOT COVERED Under the Complaint System Procedures

This policy does not cover complaints that may arise in the delivery and/or administration of services and activities provided by or enforced by another agency and/or organization. All such complaints should be immediately forwarded to DWS for referral to the appropriate agency and/or organization.

NC Department of Commerce
Division of Workforce Solutions
313 Chapanoke Road
Raleigh, NC 27699

More specifically, complaints that do not fall within the jurisdiction of this policy include:

- A. Complaints and Reports of Criminal Fraud and Abuse
 1. Information and complaints involving criminal fraud, waste, abuse or other criminal activity must be reported immediately through the Department's Incident Reporting System to:

Department of Labor
Office of Inspector General
Office of Investigations, Room S5514
200 Constitution Avenue
NW. Washington, DC 20210
 2. Or to the corresponding Regional Inspector General for Investigations, with a copy simultaneously provided to the Employment and Training Administration.
 3. The Hotline number is 1-800-347-3756. The Web site is <http://www.oig.dol.gov/contact.htm>.
- B. Complaints by Veterans alleging employer violations of the mandatory listing requirements under 38 U.S.C. 4212 are not covered by this subpart and must be referred to the appropriate administering agency which would follow the procedures set forth in the respective regulations.
- C. Complaints Against Employers From Another State – These complaints will be handled by appropriate agency within that state.
- D. Complaints Alleging Violations of Unemployment Insurance (UI) Laws and Regulations – Such complaints are under the purview of the Division of Employment Security (DES).
- E. Complaints Alleging Violations of Transitional Assistance for Needy Families (TANF) Regulations – Such complaints fall under the purview of Department of Transitional Assistance (DTA).
- F. Complaints Alleging Federal Contractor Violations - Federal contactors must adhere to a number of wage and labor standard requirements mandated under a variety of federal statutes. These complaints will be forwarded to appropriate agency with jurisdiction.

G. Career Center Staff Personnel Complaints

- a. Local non-state staff Personnel Complaints (other than discrimination complaints) must be handled through the appropriate employer of record Human Resource Office.
- b. Local non-state staff complaints alleging discrimination must be immediately elevated to the local Equal Opportunity Officer.
- c. Local State Staff Personnel Complaints (other than discrimination complaints) must be elevated to the State Human Resources Office.
- d. Local state staff complaints alleging discrimination must be immediately elevated to the State Director of Diversity and Equal Opportunity.