

# Complaint Policy Flowcharts

Chart A: Employment Law Complaints: Non-MSFW

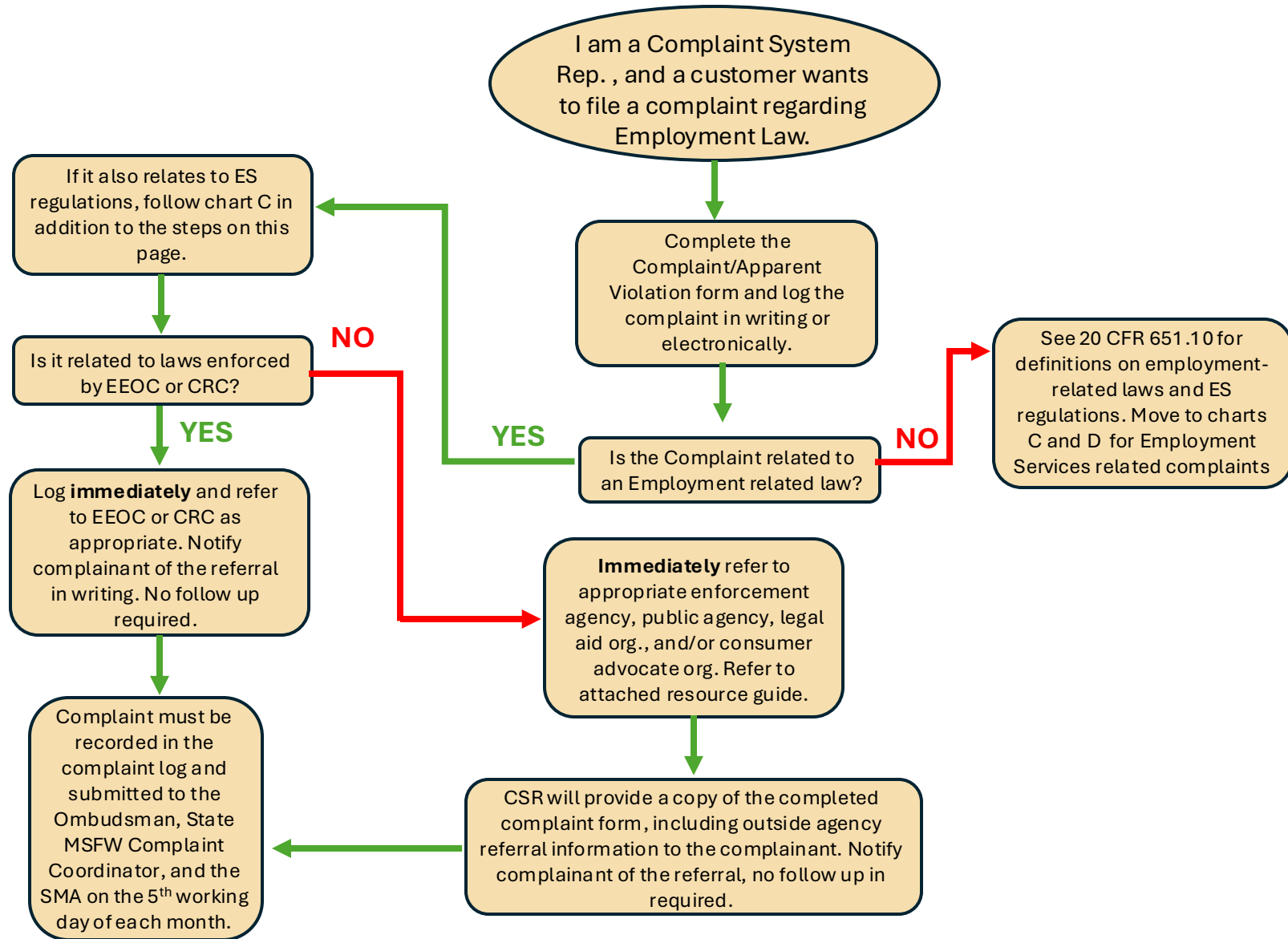


Chart B: Employment Law Complaints: MSFW

\* Note: If the MSFW complaint is received in letter form, the CSR must ensure there is sufficient information to determine the respondent's identity.

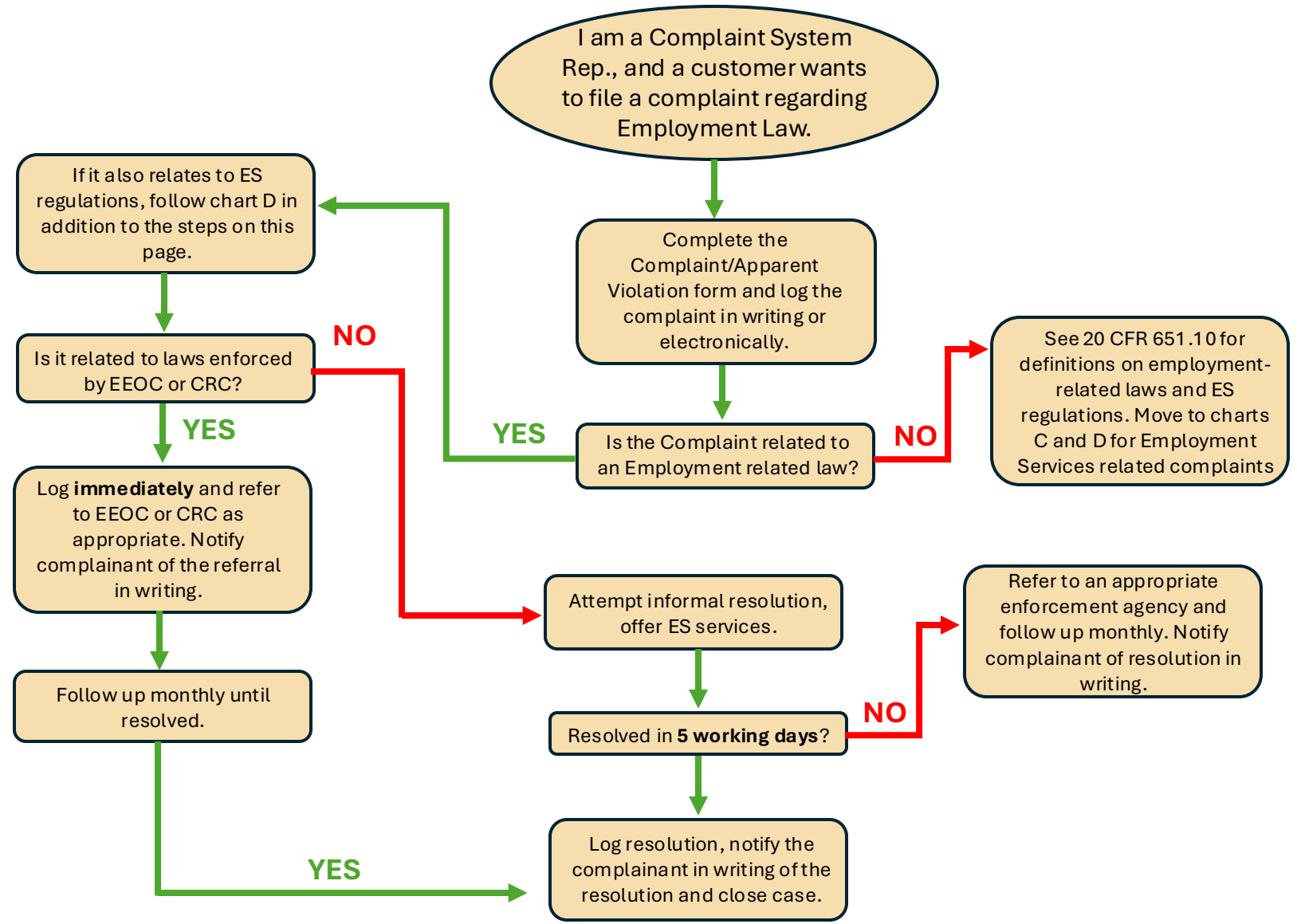


Chart C: Employment Services Complaints: Non-MSFW

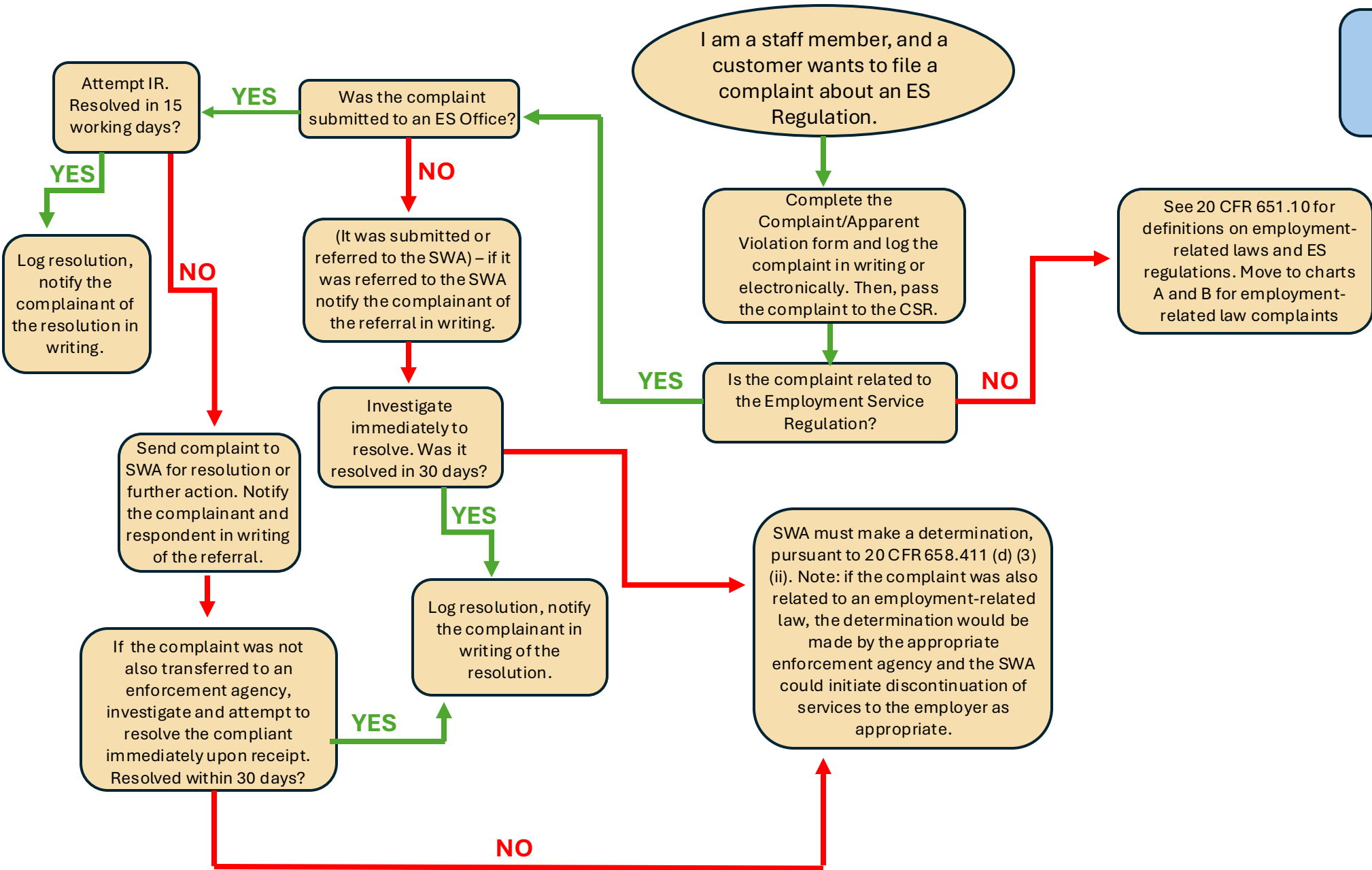
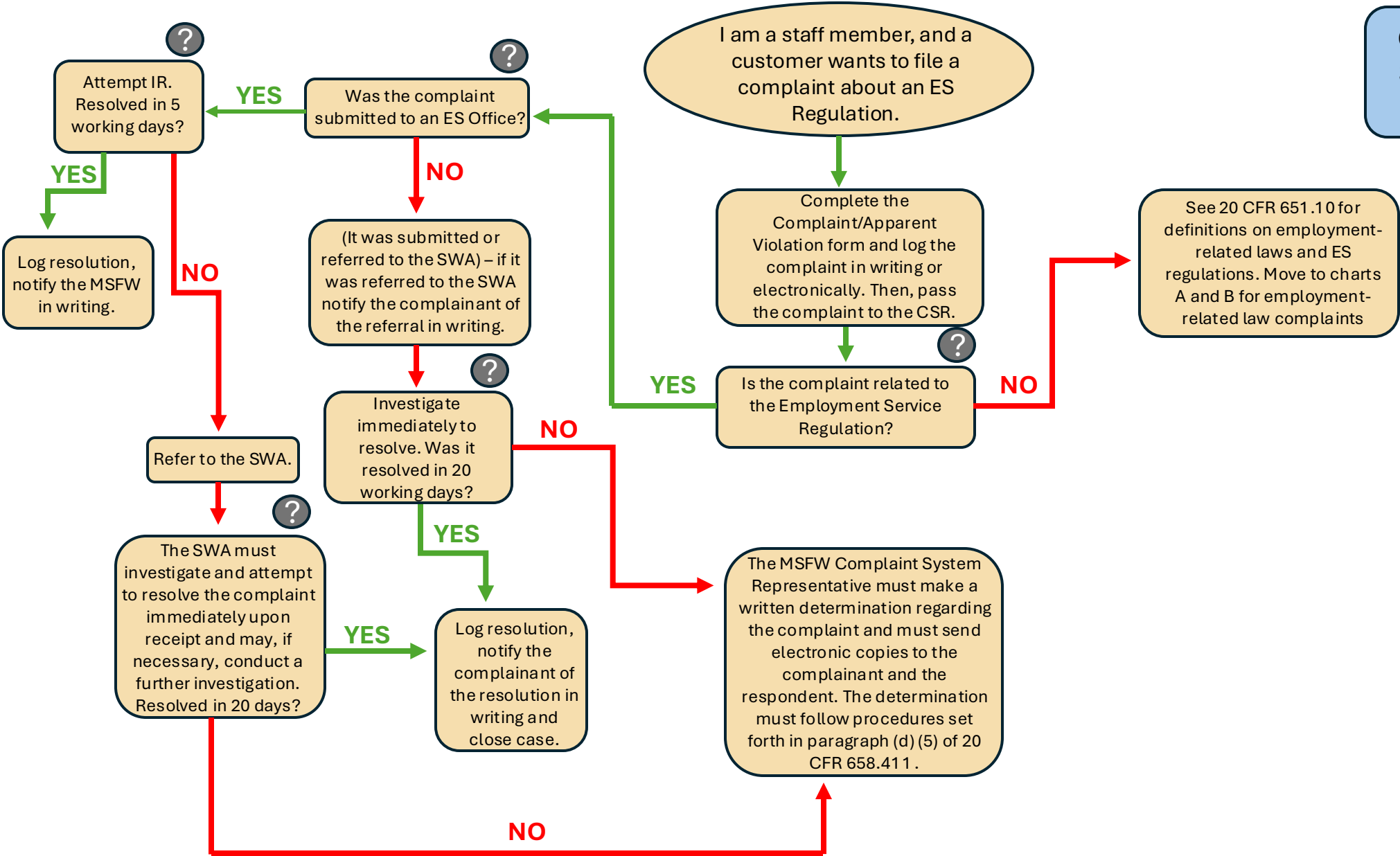


Chart D: Employment Services Complaints: MSFW



I am a Workforce Development Board staff member, a DWS employee, or an ES Office staff member and I believe there is a potential case of fraud, waste, or abuse.

Notify the DWS Ombudsman **immediately** of any potential case of waste, fraud or abuse.

The Ombudsman notifies the DWS Assistant Secretary, Division Counsel, and appropriate law enforcement agencies.

DWS Ombudsman will serve as the primary contact for law enforcement.

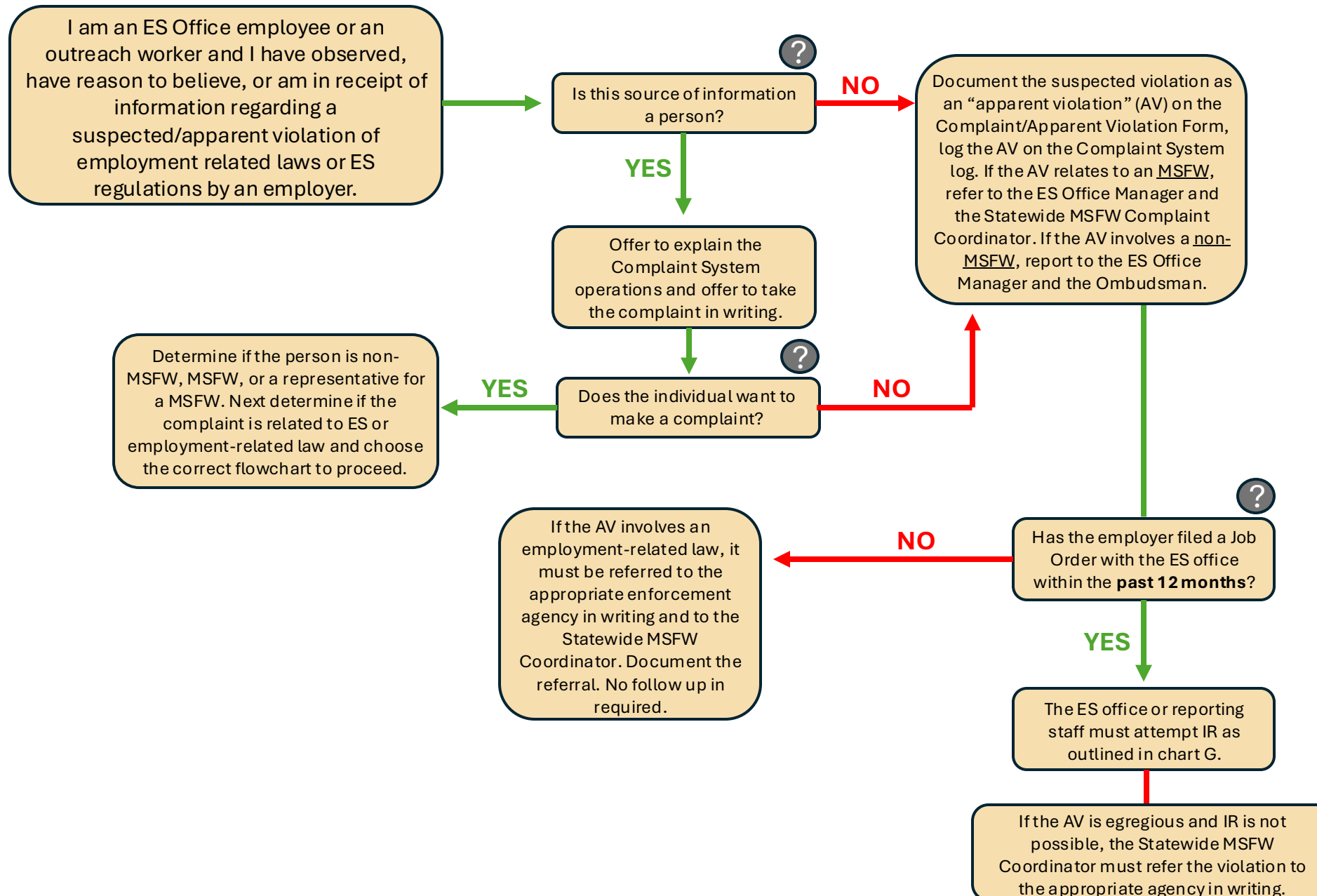
WDB staff, DWS staff, and ES Office staff shall not interfere in or obstruct any part of a criminal investigation.

The appropriate law enforcement agency will lead the investigation and report any findings to the Ombudsman.

## Chart E: Complaints Involving Fraud, Waste, or Abuse

Procedures as defined by the Training and Employment Guidance Letter (TEGL) No. 15-23

Chart F: Apparent Violation



## Chart G: Informal Resolution

\* Note: For Title I complaints, IR procedures must be followed within 60 days. For MSFW employment-related law complaints, IR procedures must be followed within 5 working days. For ES Complaints, IR must occur within 15 working days for non-MSFWs and 5 working days for MSFWs.

