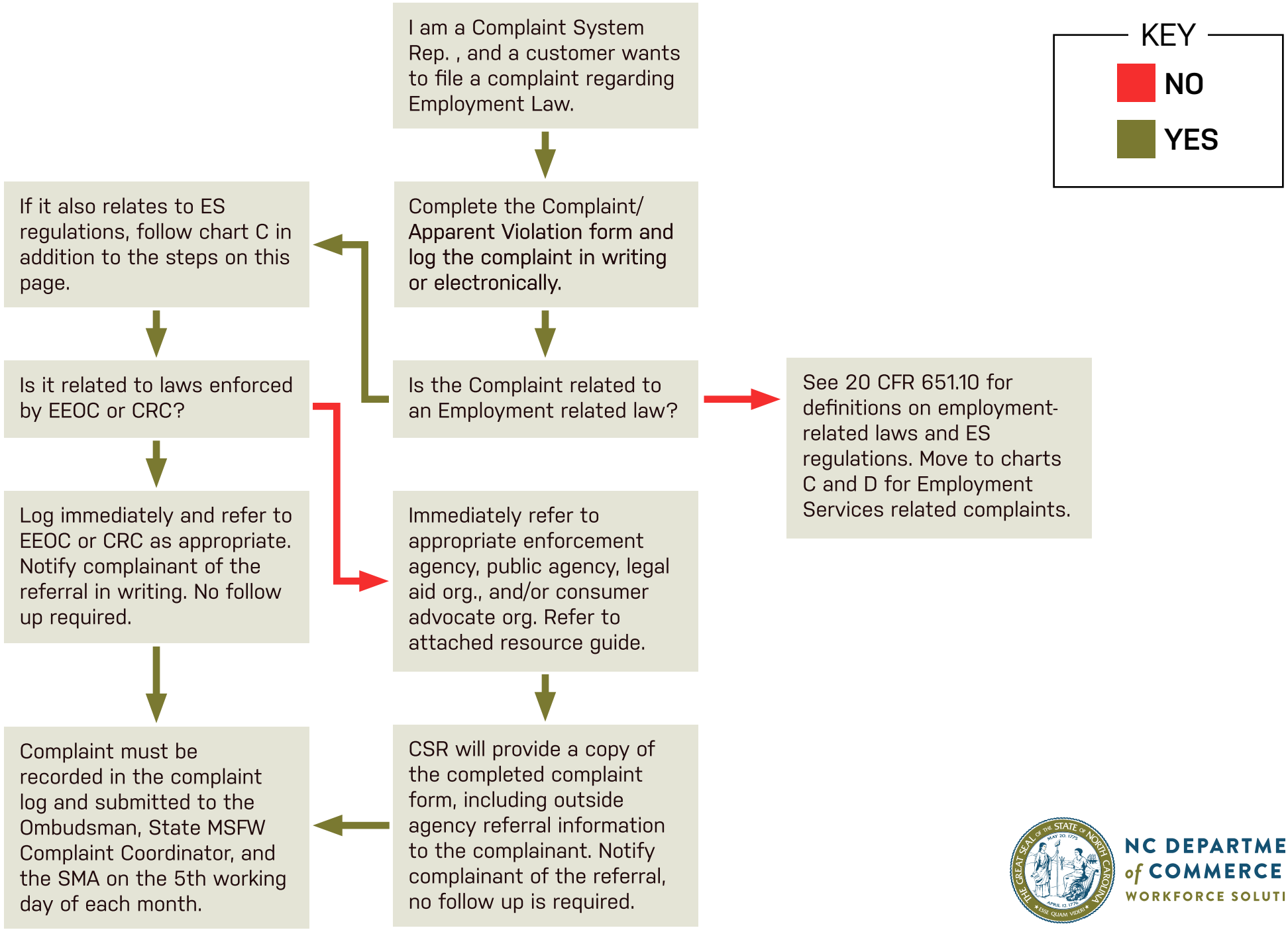
Complaint Policy Flowcharts

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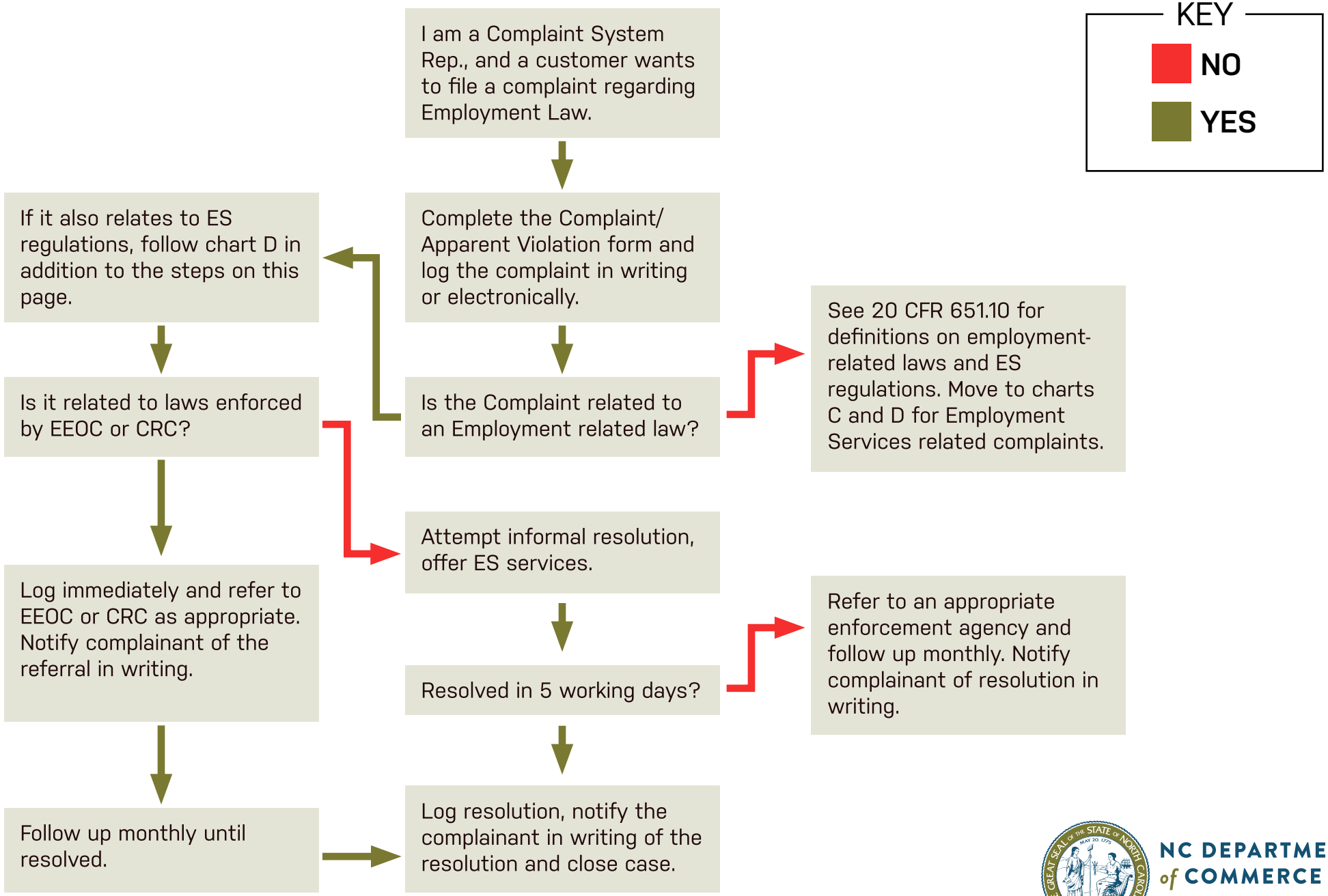
Chart A: Employment Law Complaints: Non-MSFW



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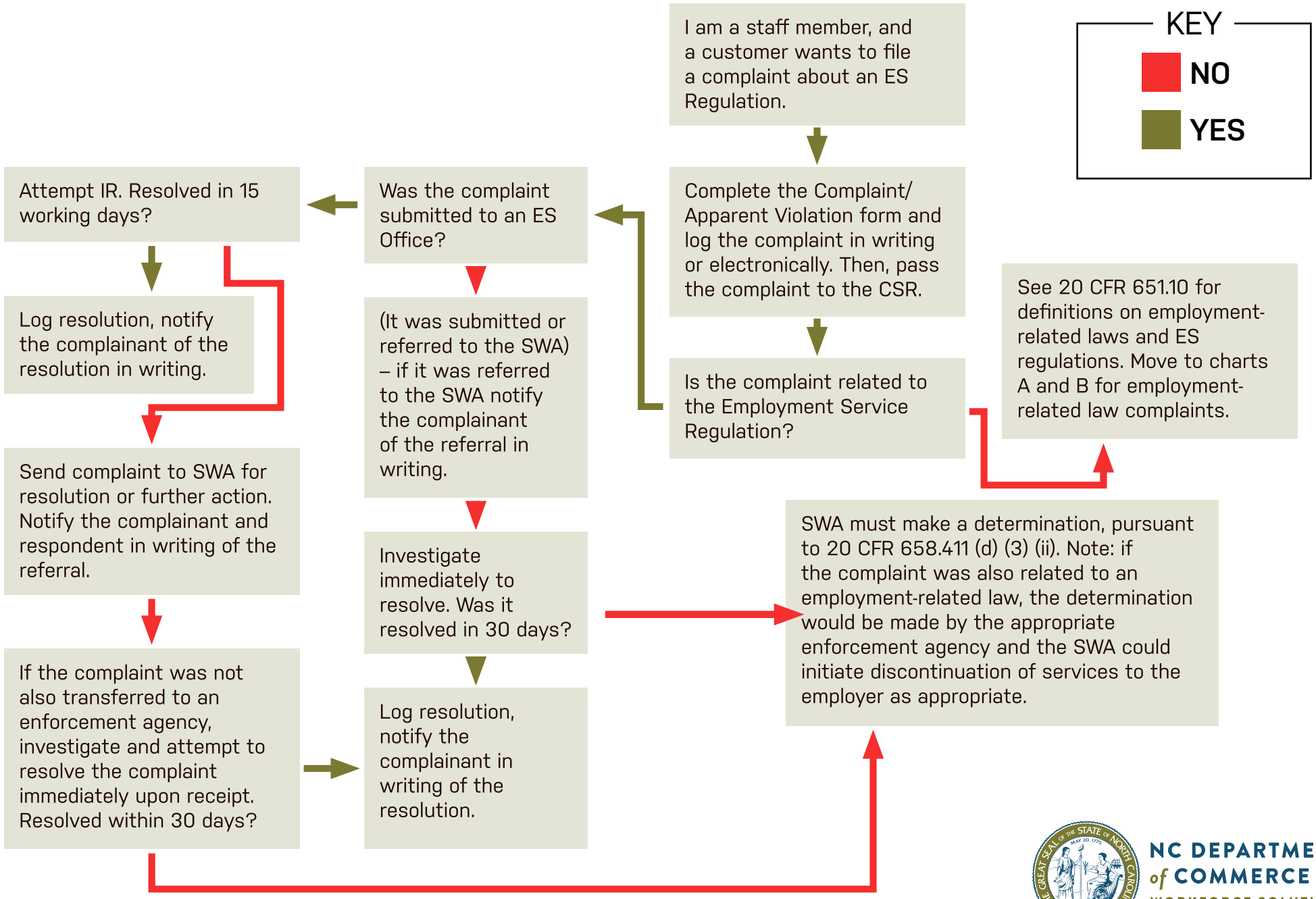
Chart B: Employment Law Complaints: MSFW

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



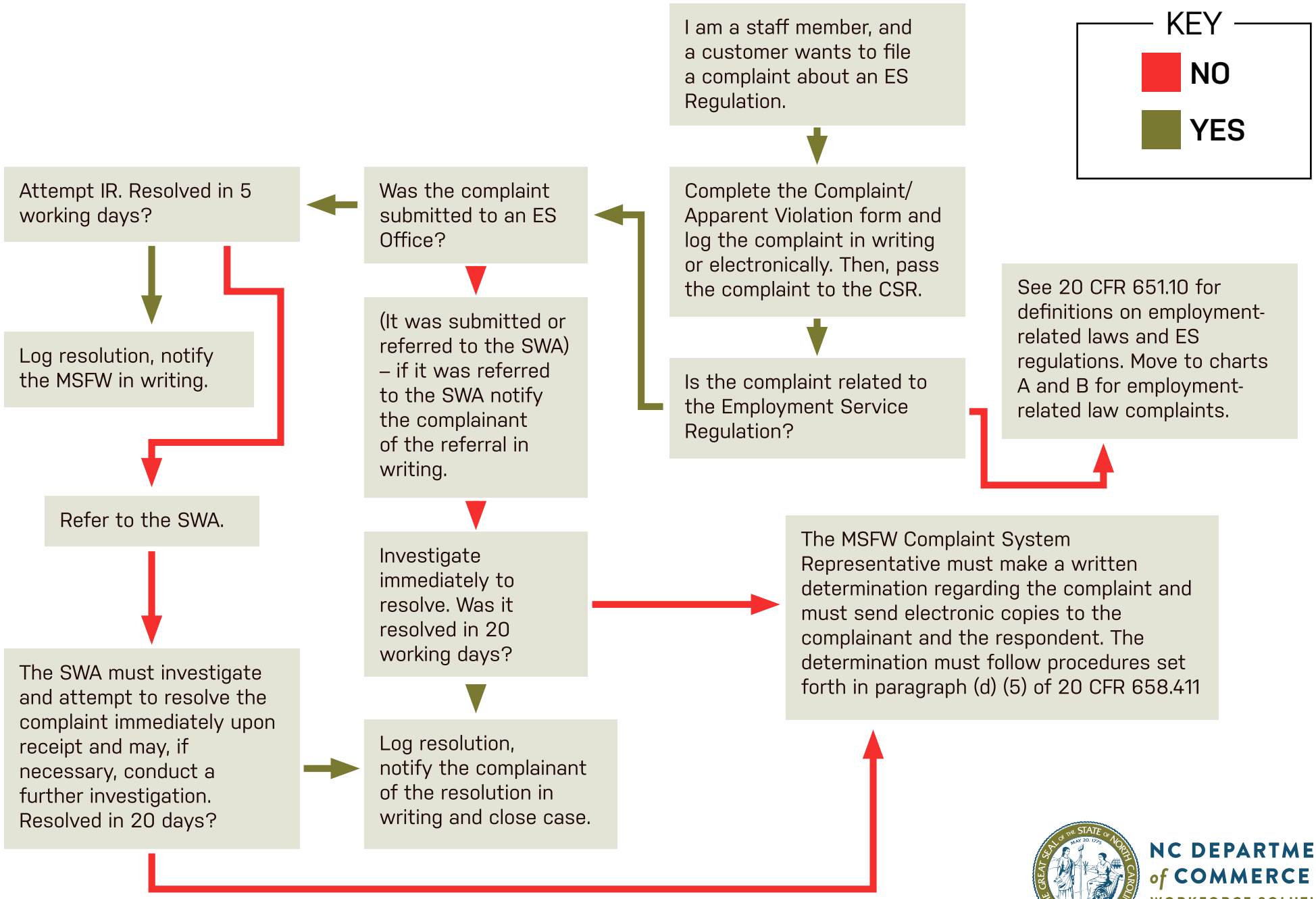
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Chart C: Employment Services Complaints: Non-MSFW



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Chart D: Employment Services Complaints: MSFW



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Chart E: Complaints Involving Fraud, Waste, or Abuse

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

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.

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Chart F: Apparent Violation

I am an ES Office employee or an outreach worker and I have observed, have reason to believe, or am in receipt of information regarding a suspected/apparent violation of employment related laws or ES regulations by an employer.

Is this source of information a person?

Offer to explain the Complaint System operations and offer to take the complaint in writing.

Does the individual want to make a complaint?

Determine if the person is non-MSFW, MSFW, or a representative for a MSFW. Next determine if the complaint is related to ES or employment-related law and choose the correct flowchart to proceed.

Document the suspected violation as an "apparent violation" (AV) on the Complaint/ Apparent Violation Form, log the AV on the Complaint System log. If the AV relates to an MSFW, refer to the ES Office Manager and the Statewide MSFW Complaint Coordinator. If the AV involves a non-MSFW, report to the ES Office Manager and the Ombudsman.

Has the employer filed a Job Order with the ES office within the past 12 months?

The ES office or reporting staff must attempt IR as outlined in chart G.

If the AV is egregious and IR is not possible, the Statewide MSFW Coordinator must refer the violation to the appropriate agency in writing.

If the AV involves an employment-related law, it must be referred to the appropriate enforcement agency in writing and to the Statewide MSFW Coordinator. Document the referral. No follow up is required.

KEY

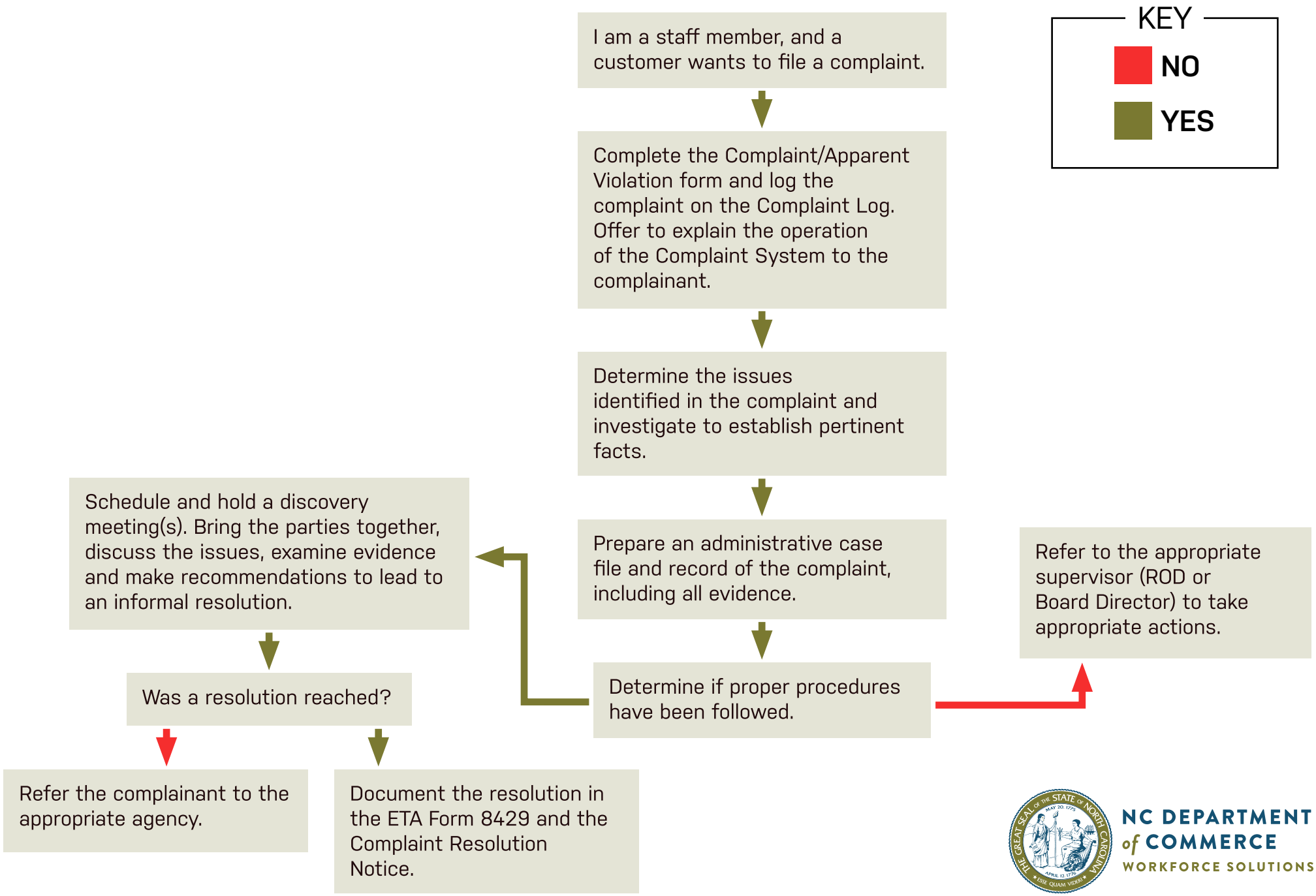
NO

YES

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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.



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