

## **HAVE A COMPLAINT?**

**If you have a Complaint about the Pikes Peak Workforce Center, or a job you were referred to by the Workforce Center:**

**Please contact the Workforce Center CEO or its Human Resources Director for assistance.**

The PPWFC's designated complaint specialist (The Human Resources Director) for the Center will take a formal complaint on form ETA8429 (revision. 9/97) and assist the complainant in completing the form.

Complaints will be logged in the complaint log as soon as is received. Complaints which cannot be resolved at the local state level and are employment service related and also involve referral to a Job Order should be referred to the State Monitor Advocate office at:

**Colorado Department of Labor and Employment  
ATTN: Larry Gallegos  
633 17<sup>th</sup> Street, 7th Floor  
Denver, CO 80202-3660  
(303) 318-8802**

Complaints that are not employment service related should be referred to the appropriate enforcement agencies, consumer advocates, and/or other agencies as appropriate.

The Employment Service Complaint System is administered and enforced by the U.S. Department of Labor, Employment and Training Administration.

## **POLICY AND PROCEDURE OUTLINE**

### **20 CFR 658-410(B) Every local office shall designate a person responsible for the complaint system at the local level.**

- Information about the Employment Service complaint System is publicized by prominent display of the Federal Employment Service Complaint Poster in every Workforce Center
- Complaints will be logged on a complaint log
- Quarterly complaint logs shall be forwarded to the State Monitor Advocate (SMA)
- Local office Complaint Specialists shall document their efforts to resolve the complaint, and forward copies of documentation to the SMA
- Complaints resolved locally will not need to be forwarded to the SMA

### **State Monitor Advocate will:**

- Log the complaint
- Send a letter to the employer as necessary
- Refer jurisdiction to the proper authority if the complaint is outside the jurisdiction of the SMA
- Send an email to all workforce centers when discontinuation of services is taken
- Send any closure letter to the local office when a complaint is resolved

### **A complaint is resolved when:**

- Complainant indicates satisfaction
- Complainant chooses not to elevate grievance
- Complainant fails to respond to written requests for additional information
- Complainant exhausts final level of review
- By final determination of an enforcement agency

### **The types of complaints which shall be handled to resolution by the Employment Service Complaint Systems are as follows:**

- Complaints against an employer about the specific job to which the applicant was referred by the One-Stop involving violations of the terms and conditions of the job order or employment related law; and
- Complaints about One-Stop actions or omissions under employment service regulations.