

The SMA Goals:

1. I need to learn a lot!
2. To provide technical assistance to support the CareerForce One-Stop System.
3. To conduct monitoring reviews with the intent to improve service delivery.



1. Monitoring
2. Advocacy
3. Reporting

I'm here to help!

The Question Is:

- What do we do when customers share information that appears to violate an employment service regulation or employment-related law?



Quick

Self-Assessment



There's a Complaint system?



I heard about this system. I have to do what?



I am aware. I do not know what to do.



I received some training and I still have questions.



I receive training but it is not my responsibility



I received training every year. I understand it.

1. How would you rate your knowledge of the Complaint System?


658.410 Establishment of Local and State Complaint System

- Each One-Stop center must ensure there is appropriate staff available during regular office hours to take complaints.
- Complaints may be accepted in any One-Stop center, or by a SWA, or elsewhere by an outreach worker.
- All complaints filed through the local ES office must be handled by a trained Complaint System representative.
- The representative handling the complaint must offer to assist the complainant through the provision of appropriate services.

Remember...

The State agency must ensure information pertaining to the use of the Complaint System is publicized.

- ✓ Must include prominent display of an ETA-approve poster.



If You Have A Complaint About:

- A One-Stop Career Center or
- A job to which you were sent by a One-Stop Career Center

See the One-Stop Career Center manager or write to:

Si Usted Tiene Una Queja Acerca de:

- Un Centro de Empleo o
- Un trabajo al que fue referido por un Centro de Empleo


Comuníquese con la gerencia de su Centro de Empleo mas cercano o escriba a:

Job Service Complaint System - 20 CFR Part §658


Lidibette Guzmán
State Monitor Advocate
Department of Employment and Economic Development
180 Fifth Street E.,
Saint Paul, MN 55101
651-259-7592
lidibette.guzman@state.mn.us

If you have a complaint about other employment-related issues, your local One-Stop Career Center will provide you with information on agencies that may be able to assist you.

Si usted tiene una queja acerca de otros asuntos laborales, su Centro de Empleo le proporcionará información sobre las agencias que pueden ofrecerle ayuda.



United States
Department of Labor



mn EMPLOYMENT AND
ECONOMIC DEVELOPMENT

Remember...

Within 1 month after the end of the calendar quarter:

The **ES office manager** must transmit an electronic copy of the quarterly Complaint System log **to the SMA**.

These logs must be made available to the USDOL upon request.

CareerForce Loc. _____ Program Year _____			Date Filed	MSFW or Non-MSFW?	ES or Non-ES Released	Apparent Violation	WIOA Related	Referred to	Pending Level	Resolved															
Submitted by:	Complainant	Respondent				Against Agency	Against Employer	WIOA Regulations	Employment Law	DOL/DLI	OSHA	Other legal group	In Local process (CF)	Local info request response (CF)	In SMA level	SMA info request	Enforcement Agency	Appealed?	Resolved Local Level (CF)	Resolved SMA Level	Decision by Enforcement Agency	Appeal Hearing decision	Failure to release complaint	Failure to respond (Complainant)	

§ 658.410 (j)

Note: The Complaint System Log can be submitted to the SMA via email at: Lidibette.guzman@state.mn.us

What's Next... *I need your help!*

- Assess the needs of your CareerForce System.
- Request and promote training.
- Invite the SMA to visit your area to learn about your success and challenges!

As we approach the arrival of MSFW, let's be ready! The Complaint System protect the worker, the employer and the CareerForce System!



Thank You!
¡Gracias!

Lidibette.guzman.@state.mn.us

State Monitor Advocate

