

JOB SERVICE COMPLAINT SYSTEM LOGGING INSTRUCTIONS

ETA requires that State agencies establish and maintain a logging and reporting system for complaints. The data items which must be logged in accordance with 20 CFR 658.411, Subpart E, Federal Register, are as follows:

The regulations require that local and State office maintain a central complaint log which lists for all complaints received:

1. Name of complainant.
2. Name of respondent.
3. Date filed.
4. MSFW status.
5. If JS related:
 - a. whether agency related
 - b. whether employer related
6. If non-JS related
 - a. record referral to another agency
 - (1) indicate name of agency
 - (2) indicate name of [agency] individual (if known)
7. The action taken, including whether resolved.

The suggested log contains each of these items. While most of these entries are self-explanatory, some bear explanation.

For the purposes of this log, “complaint pending” means those complaints not yet decided, for the reasons specified on the log.

Job Service complaint is resolved when:

- the complainant indicates satisfaction with the outcome,
- final determination is made by the enforcement agency to whom the complainant was referred,
- the complainant chooses not to elevate the complaint to the next level of review,
- Or the complainant or the complainant’s authorized representative fails to respond within 20 working days or in cases where the complainant is an MSFW, 40 working days, to a written request by the appropriate local or state office.

All complaints received must be logged. This includes logging of non-JS related complainants referred elsewhere. Dates should be entered in the **Date Filed, Referred, Pending, Resolved and Appeal to RA columns**, where appropriate. This will provide a basis for completing the monthly report. The complaint logs must be mailed to the State Monitor Advocate on a quarterly basis for reporting purposes.

