

Know Your Rights How to File a Complaint

Type of Complaint	How to File a Written Complaint	What Happens Next	Appealing a Decision	Secondary Appeals
Discrimination <i>29 CFR Part 38</i> Complaint alleging discrimination by the One-Stop Career Center [Job Service/Workforce Innovation and Opportunity Act (WIOA) Title I-funded entity] because of race, color, religion, sex, national origin, age, disability, political affiliation, belief, or citizenship status as a lawfully admitted immigrant authorized to work in the U.S.	Within 180 days of the alleged act of discrimination, file a complaint with the local, state or Workforce Development Board (WIOA) Equal Employment Opportunity Officer or Complaint Specialist.	The recipient of the complaint has 90 days to respond to the complaint with a Notice of Final Action.	You have 30 days after the Notice of Final Action to file an appeal with the USDOL - Civil Rights Center. If no Notice of Final Action is received, you have 30 days from the end of the 90 days to file an appeal.	not applicable
Workforce Innovation and Opportunity Act (WIOA) Services <i>N.J.A.C. § 17-42.11 et seq.</i> Complaint alleging violation of the WIOA and/or provisions of a related agreement <i>or</i> Employer/Labor Standards <i>N.J.A.C. § 17-42.11 et seq.</i> Complaint from customer in an on-the-job training program alleging labor standards violations under <i>29 U.S.C. § 2931(b)</i>	File a complaint in writing with the local One-Stop Career Center Complaint Specialist. There is no time limit for filing a complaint.	Within 60 days of filing the complaint, the recipient of the complaint will complete a hearing and offer a written decision.	If you do not receive a decision within 60 days, or receive an adverse decision, you have 30 days to appeal to the Director of Workforce Field Services at the New Jersey Department of Labor and Workforce Development.	When you have exhausted the local and state complaint process, you may appeal to the Secretary of the U.S. Department of Labor.
Job Service/Labor Exchange <i>20 CFR § 658.400 et seq.</i> Complaint about One-Stop Career Center Job Service actions or omissions <i>or</i> Employer/Job Service Referral <i>20 CFR § 658.400 et seq.</i> Complaint against an employer about a specific job that you were referred to by the Job Service at the One-Stop Career Center	Within 1 year of the alleged occurrence, file a complaint with the local One-Stop Career Center Complaint Specialist.	Complaint specialist will attempt to resolve complaint within 15 working days (5 days for complaints from migrant seasonal farm workers).	If the local complaint specialist does not resolve the complaint, it is sent to the State Complaint Specialist, who has 30 days to respond (20 days for complaints from migrant seasonal farm workers).	When you have exhausted the local and state complaint process, you may appeal to the Regional Administrator, USDOL, Employment and Training Administration.
Other complaints	File a complaint in writing with the local One-Stop Complaint Specialist or WIOA Equal Opportunity Officer.	Specialist will route complaints to the appropriate enforcement agency, another public agency, or other appropriate assistance.	Complaints will be handled according to each agency's established complaint resolution process.	Complaints will be handled according to each agency's established complaint resolution process.

The New Jersey Department of Labor and Workforce Development is an equal opportunity employer with equal opportunity programs. Auxiliary aids and services are available upon request to individuals with disabilities.

If you have an employment-related complaint, we may be able to help you by:

- Investigating complaints about specific jobs to which you were referred by any of New Jersey's One-Stop Career Centers; or
- Investigating complaints about One-Stop Career Center services; or
- Referring your complaint to the appropriate enforcement agency for investigation.

Complaints are investigated if...

- you think an employer has been unfair in dealing with you or has violated employment-related laws or regulations; or
- your complaint concerns actions or omissions by the One-Stop Career Center under applicable regulations.

It is important to give us as much information about your problem as soon as possible. This will enable us to investigate and give you a prompt response.

Be prepared to provide the following:

1. Your name, address and daytime telephone number; and
2. Name and address of the employer involved in your complaint or inquiry; and

3. Detailed description of the complaint: what happened, the date(s), and the names of people involved or witnesses.

The One-Stop Career Center will keep you informed of action taken and the status of your complaint.