



You have the right...



To file a complaint.



YOUR RIGHT TO FILE A COMPLAINT

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

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

What kinds of complaints will be investigated?

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

HOW TO FILE A COMPLAINT

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

Be prepared to provide us with the following:

1. Your name, address and daytime telephone number
2. Name and address of the employer involved in your complaint or inquiry
3. A detailed description of the complaint, what happened, the dates involved, and the names of persons involved or witnesses.

YOU MAY FILE YOUR COMPLAINT WITH OUR COMPLAINT SPECIALIST:

Ms. Yvonne Payton
Burlington County One-Stop Career Center
795 Woodlane Road
Second Floor
Westampton, NJ 08060
(609) 518-3900

KEEPING YOU INFORMED

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

Equal Opportunity is the Law

It is against the law for the New Jersey LWD and all recipients of Workforce Investment Act financial assistance to discriminate on the following bases:

Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and

Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

Deciding who will be admitted, or have access, to any WIA Title-I financially assisted program or activity;
Providing opportunities in, or treating any person with regard to, such a program or activity; or
Making employment decisions in the administration of, or in connection with, such a program or activity.

If you think you have been subjected to discrimination under a WIA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either: The recipient's EEO (or the person whom the recipient has designated for this purpose); or Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue, NW, Room N-4123, Washington, DC 20210.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). The recipient must offer you alternative dispute resolution in an effort to resolve your complaint.

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action (29 CFR Part 37.30).

For more information, contact:

State EEO
Clara Rivera-Pacheco
PO Box 110
Trenton, New Jersey 08625-0945
Tel. #: 609-292-7022
TDD #: 1-800-949-4232

Local EEO

Steve Mader
PO Box 6000
795 Woodlane Road – 3rd Floor
Westampton, NJ 08060
Tel.# (609) 265-5603
TDD #: 1-800-949-4232

Type of Complaint	How to File A Written Complaint	What Happens Next	Appealing a Decision	Secondary Appeals	Applicable Policy and Procedures Document
<p><u>Discrimination</u> Complaint alleging discrimination by the OSCC (Job Service/Workforce Investment Act (WIA) Title 1 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 US.</p>	<p>Within 180 days of the alleged act of discrimination, a complaint can be filed with the Local or State EEO or Complaint Specialist</p>	<p>The recipient of the complaint has 90 days to respond to the complainant with a Notice of Final Action</p>	<p>The complainant has 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, the complainant has 30 days from the end of the 90 days to file an appeal.</p>	<p>n/a</p>	<p>29 CFR Part 37</p>
<p><u>Workforce Investment Act (WIA) Services</u> Complaint alleging violation of the WIA and/or provisions of a related agreement</p>	<p>Complaints should be filed with the local OSCC Complaint Specialist. There is no time limit for filing a complaint.</p>	<p>Within 60 days of filing the complaint, the recipient of the complaint will complete a hearing and offer a written decision</p>	<p>If complainant does not receive a decision within 60 days, or receives an adverse decision, complainant has 30 days to appeal to the LWD, Director, Workforce Field Operations</p>	<p>When complainant has exhausted the local and State complaint process, complainant may appeal to the Secretary of the U.S. Department of Labor</p>	<p>N.J.A.C. § 12:42-1.1 et seq.</p>
<p><u>Job Service/Labor Exchange</u> Complaint about OSCC Job Service actions or omissions</p>	<p>Within 1 year of the alleged occurrence, a complaint can be filed with the local OSCC Complaint Specialist</p>	<p>Complaint specialist will attempt to resolve complaint within 15 working days (5 days for complaints by MSFWs)</p>	<p>If the local complaint specialist does not resolve the complaint, it is sent to the State Complaint Specialist who has 30 days (20 days for complaints by MSFWs) to respond</p>	<p>When complainant has exhausted the local and State complaint process, complainant may appeal to the Regional Administrator, USDOL, Employment and Training Administration</p>	<p>20 CFR § 658.400 et seq.</p>
<p><u>Employer/Labor Standards</u> Complaint from customer placed into an OJT program alleging labor standards violations under 29 U.S.C. § 2931(b)</p>	<p>Complaints should be filed in writing with the local OSCC Complaint Specialist</p>	<p>Within 60 days of filing the complaint, the recipient of the complaint will complete a hearing and offer a written decision</p>	<p>If complainant does not receive a decision within 60 days, or receives an adverse decision, complainant has 30 days to appeal to the LWD, Director, Workforce Field Operations</p>	<p>When complainant has exhausted the local and State complaint process, complainant may appeal to the Secretary of Labor</p>	<p>N.J.A.C. § 12:42-1.1 et seq.</p>
<p><u>Employer/Job Service Referral</u> Complaint against an employer about the specific job that an applicant was referred to by the Job Service at the OSCC</p>	<p>Within 1 year of the alleged occurrence, a complaint can be filed with the local OSCC Complaint Specialist</p>	<p>Complaint specialist will attempt to resolve complaint within 15 working days (5 days for complaints by MSFWs)</p>	<p>If the local complaint specialist does not resolve the complaint, it is sent to the State Complaint Specialist who has 30 days (20 days for complaints by MSFWs) to respond</p>	<p>When complainant has exhausted the local and State complaint process, complainant may appeal to the Regional Administrator - DOL ETA</p>	<p>20 CFR § 658.400 et seq.</p>
<p><u>Other Complaints</u></p>	<p>Complaints should be filed in writing with the local One-Stop Complaint Specialist</p>	<p>Complaint Specialist will route complaints to the appropriate enforcement agency, another public agency, or other appropriate assistance</p>	<p>Complaints will be handled according to each agency's established complaint resolution process</p>	<p>Complaints will be handled according to each agency's established complaint resolution process</p>	
<p>New Jersey LWD is an Equal Opportunity Employer with equal opportunity programs. Auxiliary aids and services are available upon request to individuals with disabilities.</p>					