

# OWD COMPLAINT LOG FLOW CHART

Missouri Workforce Development is an equal opportunity employer/program.  
Auxiliary aids and services are available upon request to individuals with  
disabilities. Missouri TTY User: 711 for Relay Missouri.

# OWD'S THREE DIFFERENT COMPLAINT LOGS

Discrimination Complaint Logs

Program Complaint & Grievance Logs

Employment Service Complaint Logs

Complaint Log Due Dates

# DISCRIMINATION COMPLAINT LOGS

The information collected in a Discrimination Complaint Log records all complaints filed alleging discrimination on the grounds of:

Race

Religion

National origin

Sex

Color

Age

Disability

Political affiliation or belief

Citizenship

WIOA participation

# DISCRIMINATION COMPLAINT LOGS

Each complaint in the Discrimination Complaint Log should include the following information:

- Name and address of complainant

- Ground or basis of complaint

- Description of the complaint

- Date the complaint was filed


- Disposition of complaint and date of issuance

- Any other pertinent information

# DISCRIMINATION COMPLAINT LOGS

You can find a copy of the OWD Discrimination Complaint log at:

[https://jobs.mo.gov/sites/jobs/files/dwd-po-526\\_local\\_01-2020\\_eo-discrimination-log-quarterly\\_user.pdf](https://jobs.mo.gov/sites/jobs/files/dwd-po-526_local_01-2020_eo-discrimination-log-quarterly_user.pdf)

 MISSOURI DIVISION OF WORKFORCE DEVELOPMENT  
**Workforce Innovation and Opportunity Act (WIOA) Discrimination Complaint Log—Local Level**

**Quarterly Report**  
 1st Quarter: July–Sept  
 2nd Quarter: Oct–Dec  
 3rd Quarter: Jan–Mar  
 4th Quarter: Apr–June

Agency \_\_\_\_\_ Program Year \_\_\_\_\_  
Local Workforce Development Area \_\_\_\_\_ EO Officer/Representative \_\_\_\_\_

Complaint File No.	Date Complaint Received (mm/dd/yyyy)	Name and Address of Complainant & Status	DOL-Funded Program (Y/N)	Grounds (Bases) of Complaint	Description/Issue/Date of Complaint	ADR (Y/N)	Final Disposition Date & Results

Report Submitted By: \_\_\_\_\_ Date Submitted: \_\_\_\_\_

Missouri Division of Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services are available at 711. DWD-PO-526 EO Local Quarterly WIOA Discrimination Complaint Log-LOCAL LEVEL (04-2019)

# HOW LONG MUST YOU KEEP THE DISCRIMINATION COMPLAINT LOGS?

No less than 3 years from the close of the applicable program year

The Complaint Log, and actions taken regarding the complaints, must be maintained for 3 years from the date of resolution of the complaint.

# CIVIL RIGHTS CENTER (CRC) SPECIFIC INFORMATION REQUIRED

Recipients must collect the required data and provide them to the OWD and to the Director of the CRC upon request.

The State of Missouri must notify CRC Director promptly if administrative action or lawsuit is filed alleging discrimination on prohibited grounds

In a timely manner, provide CRC Director with the name of federal agency that, up to two years before the WIOA application was filed, conducted an investigation and found applicant or recipient in noncompliance with civil rights procedures

# PROVIDE INFORMATION TO OWD & CRC DIRECTOR

## May require timely submission of:

Information & data needed to investigate complaints & conduct compliance reviews

One-time information or periodic reports from recipients to determine compliance

Information to determine whether a grant applicant would be able to comply with nondiscrimination & EO policy



# PROGRAM COMPLAINTS & GRIEVANCES

# WHAT IS A PROGRAM COMPLAINT & GRIEVANCE?

A program complaint & grievance is an issue that has no prohibited basis under Section 188 and 29 CFR Part 38.

# PROGRAM COMPLAINT & GRIEVANCE LOGS

**Each complaint in the Program Complaint & Grievance Log should include the following information:**

Name and address of complainant

Ground or basis of complaint

Description of the complaint

Date the complaint was filed

Disposition of complaint and date of issuance

Any other pertinent information

# HOW LONG MUST YOU KEEP THE PROGRAM COMPLAINT & GRIEVANCE LOGS?

No less than 3 years from the close of the applicable program year

The Program Complaint & Grievance Log, and actions taken regarding the complaints, must be maintained for 3 years from the date of resolution of the complaint.

# SPECIFIC INFORMATION REQUIRED

Recipients must collect the required data and provide them to the OWD and to the DOL upon request.


The State of Missouri must notify DOL promptly if administrative action or lawsuit

In a timely manner, provide DOL with the name of federal agency that, up to two years before the WIOA application was filed, conducted an investigation and found applicant or recipient in noncompliance with civil rights procedures

# PROGRAM COMPLAINT & GRIEVANCE LOG

Program Complaint & Grievance logs may be found at :

[https://jobs.mo.gov/sites/jobs/files/dwd-po-527\\_local\\_01-2020\\_eo-complaint-log-quarterly\\_user.pdf](https://jobs.mo.gov/sites/jobs/files/dwd-po-527_local_01-2020_eo-complaint-log-quarterly_user.pdf)

 Missouri Department of Higher Education and Workforce Development  
Office of Workforce Development  
**Workforce Innovation and Opportunity Act (WIOA)  
Complaint and Grievance Log—Local**

**Quarterly Report**  
 1st Quarter: July–Sept  
 2nd Quarter: Oct–Dec  
 3rd Quarter: Jan–Mar  
 4th Quarter: Apr–June

Agency \_\_\_\_\_ Program Year \_\_\_\_\_  
EO Officer/Representative \_\_\_\_\_

Complaint File No.	Date Complaint Received (mm/dd/yyyy)	Name and Address of Complainant & Status	DOL-Funded Program (Y/N)	Grounds (Bases) of Complaint	Description/Issue/Date of Complaint	ADR (Y/N)	Final Disposition Date & Results

Report Submitted By: \_\_\_\_\_ Date Submitted: \_\_\_\_\_

For additional information about Missouri Office of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627). The Missouri Department of Higher Education and Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services at 711.  
DWD-PO-527 EO Local Quarterly WIOA Complaint Log (01-2020)

# JOB SERVICE COMPLAINT LOG

# WHAT IS AN EMPLOYMENT SERVICE COMPLAINT?

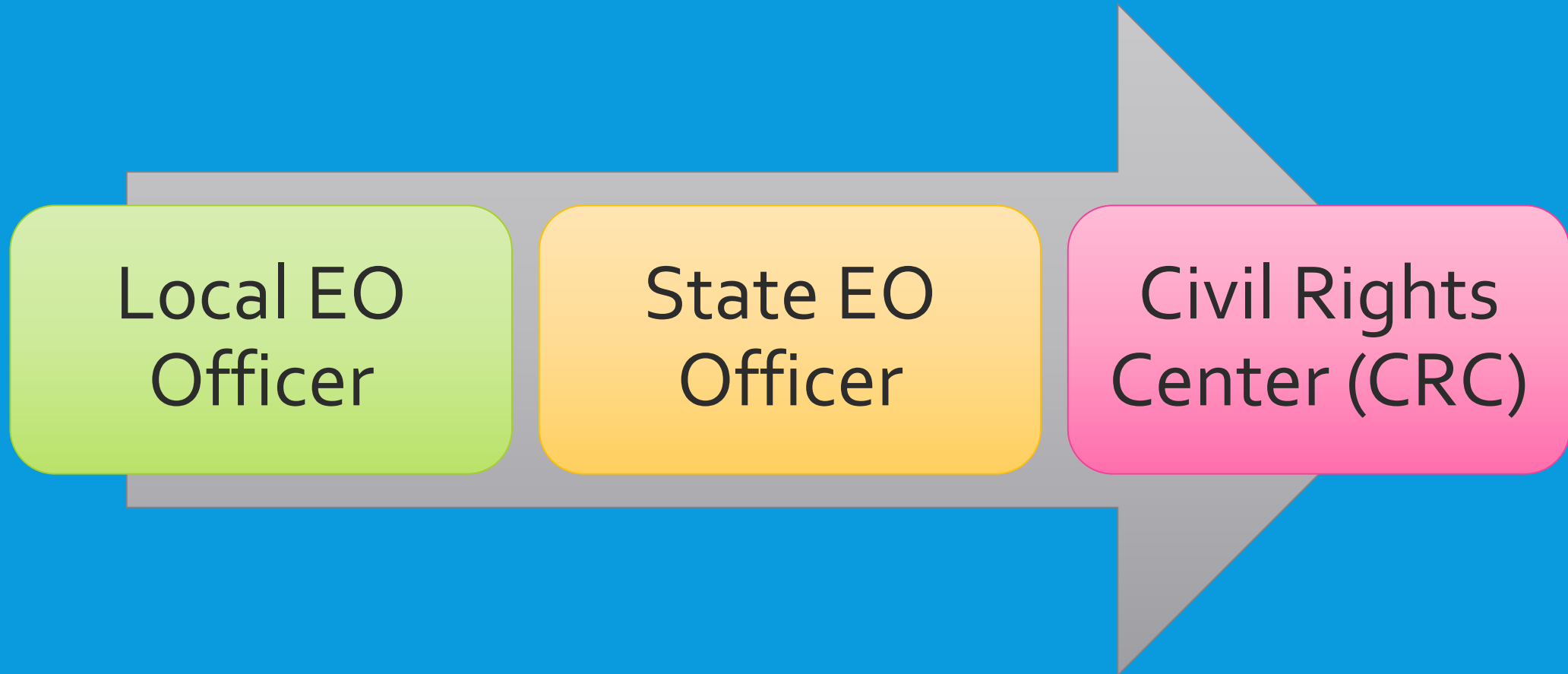
Employment Service complaints involve failure to comply with Wagner-Peyser Employment Service (ES) regulations under 20 CFR Parts 651, 652, 653, and 654, and complaints against an employer about the specific job to which the applicant was referred through the ES. The Complaint System also accepts, refers, and, under certain circumstances, tracks complaints involving employment-related laws as defined at [20 CFR 651.10](#).



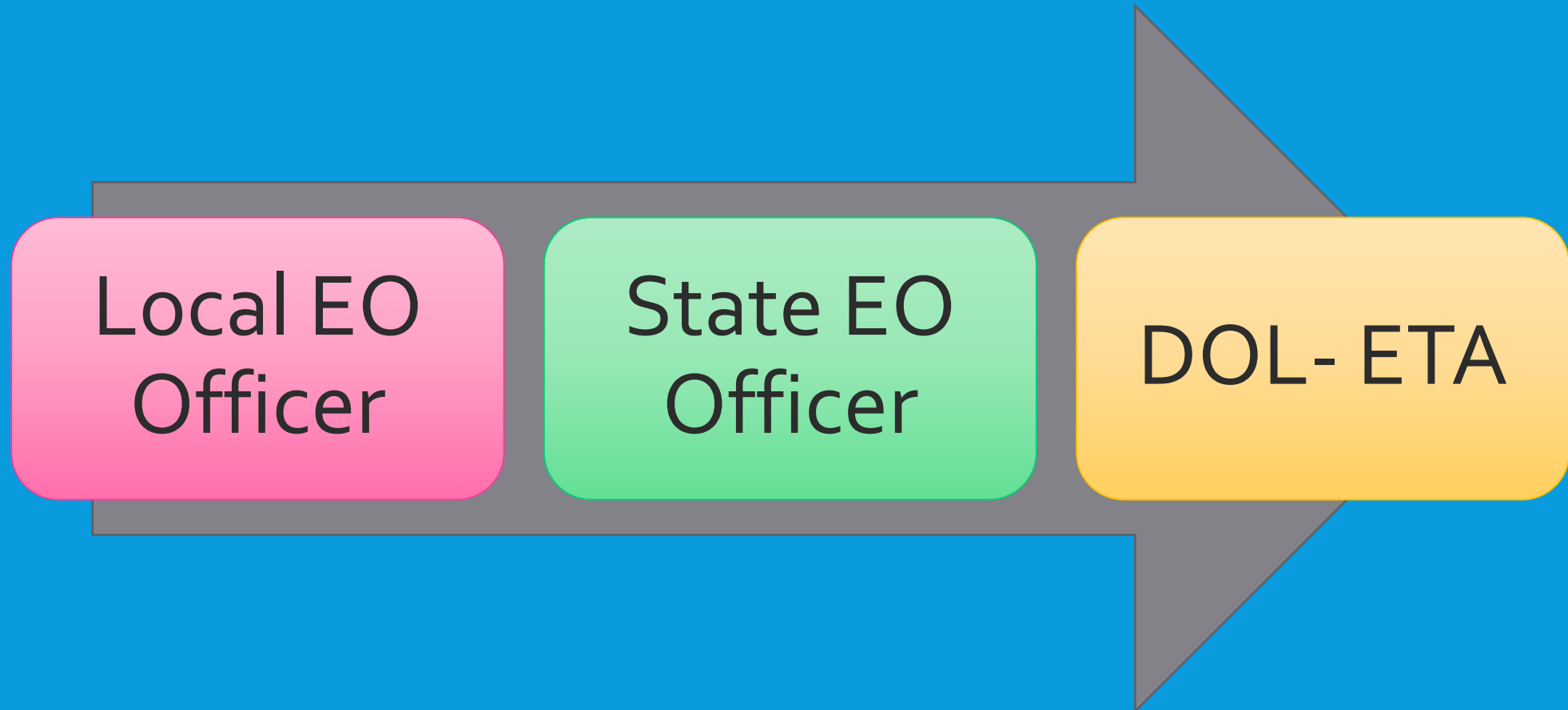


# COMPLAINT LOG FLOW CHART

# DISCRIMINATION COMPLAINT LOG FLOW CHART



# PROGRAM COMPLAINTS & GRIEVANCES FLOW CHART



# EMPLOYMENT SERVICE COMPLAINT LOGS

OWD  
Supervisors

State Monitor  
Advocate

DOL

# COMPLAINT LOG DUE DATES

All complaint logs are due the 5<sup>th</sup> business day after the end of each quarter.

# QUESTIONS/COMMENTS

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