

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

 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

 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)

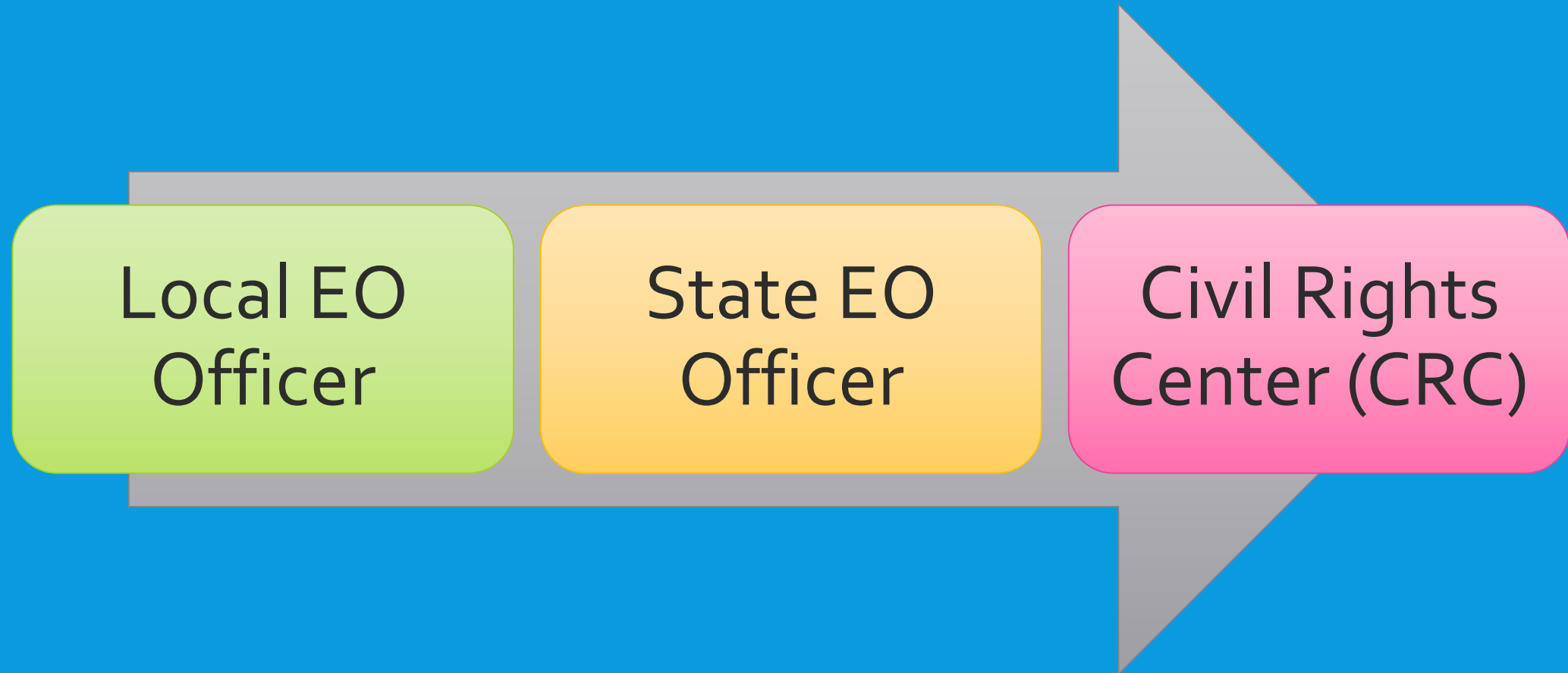
JOB SERVICE COMPLAINT LOG

WHAT IS AN EMPLOYMENT SERVICE COMPLAINT?

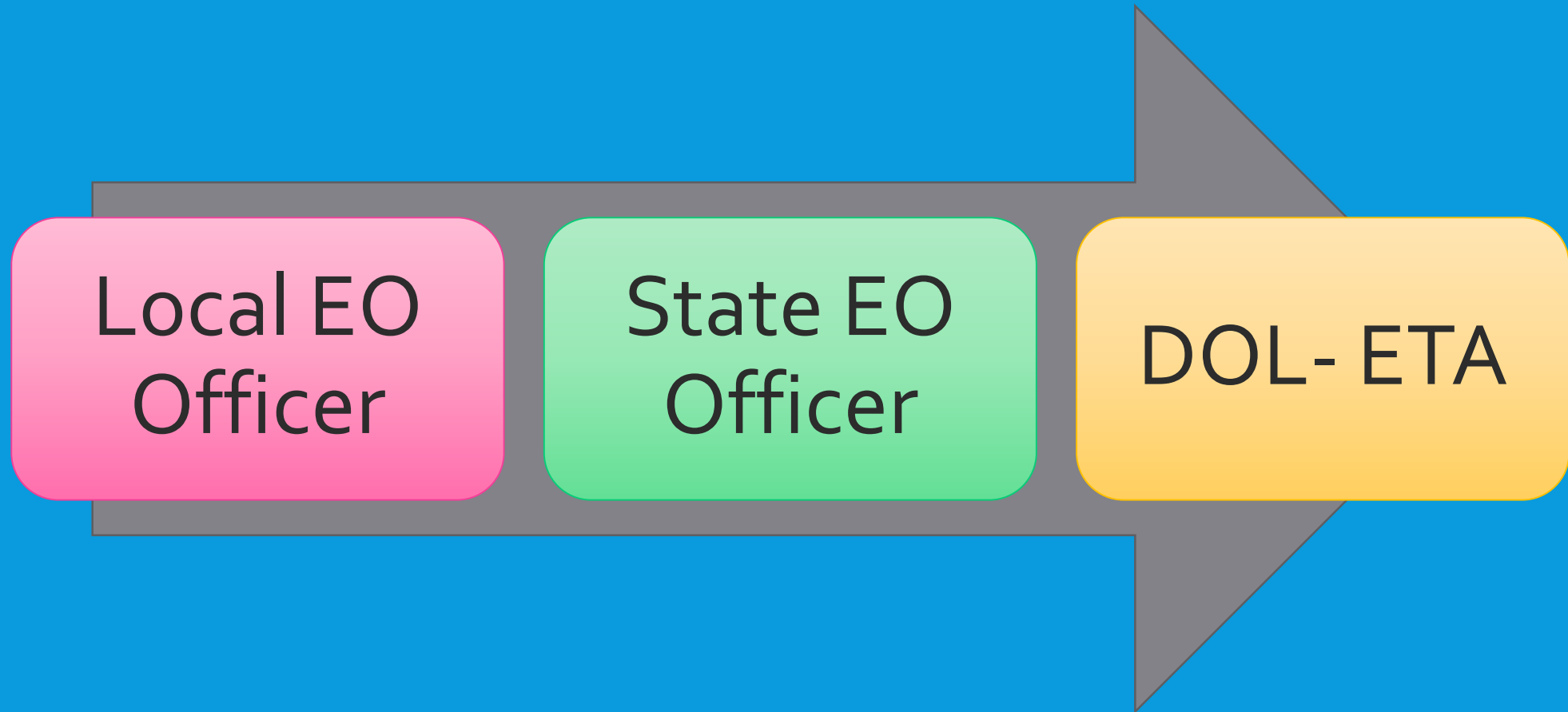
Employment Service complaints involve failure to comply with Wagner-Peyser Employment Service (ES) regulations under 20 CFR Parts 651, 652, 653, and 654, and complaints against an employer about the specific job to which the applicant was referred through the ES. The Complaint System also accepts, refers, 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 5th business day after the end of each quarter.

QUESTIONS/COMMENTS

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