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Monmouth County One Stop Career Center Complaint Procedure Policy

Purpose: To establish a policy on the One Stop Career Center Complaint Procedure for the Monmouth County Division of Workforce Development.

Background: WIOA requires each local area, state and outlying area and direct recipient of funds under WIOA to establish and maintain a procedure for participants and interested parties to file grievances and complaints alleging violations of WIOA requirements. As detailed in NJWIN 12-16 (A), this is to be a unified procedure that all One-stop Career Centers management and staff to follow to publicize, document, and process complaints alleging:

- Discrimination by One Stop Staff
- WIOA Violations
- Actions or omissions by the Employment Service (ES) staff
- Complaints from customers placed into On-the-Job Training programs

In addition, complaints from customers referred to employers who are allegedly in violation of labor standards.

Policy: The One -Stop Career Center Complaint poster and Equal opportunity is the Law poster will be prominently displayed for customers in the Monmouth County One- Stop office and each new customer will acknowledge receipt on handouts on the complaint procedure process.

In Monmouth County, the Deputy Director will serve as the Complaint specialist and EO Officer.

All formal complaints must be in writing and be signed by the complainant, using ETA form 8429, as detailed in the Training and Employment Notice 1 – 17. Complaints will be recorded in the Monmouth County Customer complaint log by the Complaint Specialist.

A complainant may file a complaint or grievance at the local, State or Federal level. The complaint must be filed within one year of the time the alleged violation occurred. A complainant must be provided with an opportunity for informal resolution prior to the submittal of a written complaint and a hearing to be completed within 60 days of filing the complaint.

An appeal to the New Jersey Department of Labor and Workforce Development may be filed if no decision is reached within 60 days. An appeal also may be filed by either party if dissatisfied with the local hearing decision.

Additional procedures outlined in NJWIN 12-16 (A) will be followed when necessary.