

## **JOB SERVICE COMPLAINT SYSTEM LOGGING INSTRUCTIONS**

ETA requires that State agencies establish and maintain a logging and reporting system for complaints. The date items which must be logged in accordance with 20 CFR 658.411, Subpart E, Federal Register, are as follows:

The regulations require that local and State office maintain a central complaint log which lists for all complaints received:

1. Name of complainant.
2. Name of respondent.
3. Date filed.
4. MSFW status.
5. If JS related:
  - a. Whether agency related
  - b. Whether employer related
6. If non-JS related
  - a. Record referral to another agency
    - (1) indicate name of agency
    - (2) indicate name of {agency} individual (if known)
7. The action taken, including whether resolved.

The suggested log contains each of these items. While most of these entries are self-explanatory, some bear explanation.

For the purpose of this log, “complaint pending” means those complaints not yet decided, for the reason specified on the log.

Job Service complaint is resolved when:

- The complainant indicates satisfaction with the outcome,
- Final determination is made by the enforcement agency to whom the complaint was referred,
- The complainant chooses not to elevate the complaint to the next level of review,
- Or the complainant or the complainant’s authorized representative fails to respond within 20 working days or in cases where the complainant is an MSFW, 40 working days, to a written request by the appropriate local or State office.

All complaints received must be logged. This includes logging of non-JS related complainants referred elsewhere. Dates should be entered in the **Date Filed, Referred, Pending, Resolved and Appeal to RA columns**, where appropriate. This will provide a basis of completing the monthly report. The complaint logs must be mailed to the State Monitor Advocate on a quarterly basis for reporting purposes.

**COLORADO DIVISION OF EMPLOYMENT AND TRAINING  
ES COMPLAINT SYSTEM LOG**

| ES OFFICE       |             | FISCAL YEAR |            |      |                |                |                  |               |                |          |      |       | MONTHLY ENDING     |                      |                    |                      |         |                    |             |             |               |                    |                 |                 |              |  |
|-----------------|-------------|-------------|------------|------|----------------|----------------|------------------|---------------|----------------|----------|------|-------|--------------------|----------------------|--------------------|----------------------|---------|--------------------|-------------|-------------|---------------|--------------------|-----------------|-----------------|--------------|--|
| NAME - OUTREACH |             |             |            |      |                | ES RELATED     |                  |               |                | REFER TO |      |       | PENDING            |                      |                    |                      |         | RESOLVED           |             |             |               |                    |                 | STATE USE       |              |  |
| NO.             | COMPLAINANT | RESPONDENT  | DATE FILED | MSFW | NON-ES RELATED | AGAINST AGENCY | AGAINST EMPLOYER | ES REGULATION | EMPLOYMENT LAW | ESA      | OSHA | OTHER | IN PROCESS - LOCAL | INFO REQUEST - LOCAL | IN PROCESS - STATE | INFO REQUEST - STATE | HEARING | ENFORCEMENT AGENCY | LOCAL LEVEL | STATE LEVEL | HEARING LEVEL | ENFORCEMENT AGENCY | FAIL TO ELEVATE | FAIL TO RESPOND | APPEAL TO RA |  |
| 1               |             |             |            |      |                |                |                  |               |                |          |      |       |                    |                      |                    |                      |         |                    |             |             |               |                    |                 |                 |              |  |
| 2               |             |             |            |      |                |                |                  |               |                |          |      |       |                    |                      |                    |                      |         |                    |             |             |               |                    |                 |                 |              |  |
| 3               |             |             |            |      |                |                |                  |               |                |          |      |       |                    |                      |                    |                      |         |                    |             |             |               |                    |                 |                 |              |  |
| 4               |             |             |            |      |                |                |                  |               |                |          |      |       |                    |                      |                    |                      |         |                    |             |             |               |                    |                 |                 |              |  |
| 5               |             |             |            |      |                |                |                  |               |                |          |      |       |                    |                      |                    |                      |         |                    |             |             |               |                    |                 |                 |              |  |

COMMENTS: