

TRAINING AND EMPLOYMENT NOTICE	NO. 15-09
	DATE November 18, 2009

TO: ALL REGIONAL ADMINISTRATORS
ALL STATE WORKFORCE AGENCIES
ALL STATE WORKFORCE ADMINISTRATORS
ALL STATE WORKFORCE LIAISONS

FROM: JANE OATES /s/
Assistant Secretary

SUBJECT: Required Job Service Complaint System Poster

- 1. Purpose.** To announce the release of the ETA-approved Job Service Complaint System poster.
- 2. Reference.** 20 CFR § 658.410 , § 658.410 (d) ; §658.411 and §658.413, also issued under 44 U.S.C. 3501 *et seq.*; Wagner-Peyser Act of 1933, as amended; 29 U.S.C. 49 *et seq.*; 45 FR 39468, June 10, 1980, as amended at 47 FR 145, Jan. 5, 1982.
- 3. Background.** The Code of Federal Regulations at 20 CFR § 658.410 requires each State Workforce Agency to establish and maintain a uniform system for accepting, investigating, resolving, and referring complaints and apparent violations through the Wagner-Peyser program.

In addition, State agencies must ensure that information pertaining to the use of the JS complaint system is publicized. This includes the prominent display of an ETA-approved JS complaint system poster in each local One Stop.

- 4. Action Required.** State Workforce Agencies are requested to distribute this notice and the attached poster to State Monitor Advocates, and to all local One Stops as well as to interested and potentially interested stakeholders. The posters will also be available in the National Monitor Advocate website at:
<http://www.doleta.gov/programs/msfw.cfm>.
- 5. Inquiries.** Any questions concerning this TEN should be directed to either the ETA Regional Monitor Advocate serving your State, or to Juan M. Regalado, the National Monitor Advocate. Mr. Regalado can be contacted at (202) 693-2661 or by email at regalado.juan@dol.gov.



ONE-STOP CAREER CENTER ~ CENTRO VOCACIONAL

IF YOU HAVE A COMPLAINT ABOUT:

- A One-Stop Career Center
- A job you were referred to by a One-Stop Career Center

Contact your local One-Stop Career Center manager or write to:

SI USTED TIENE UNA QUEJA ACERCA DE:

- Un Centro Vocacional
- Un trabajo al que fue referido por un Centro Vocacional

Comuníquese con la gerencia de su Centro Vocacional mas cercano o escriba a:

Job Service Complaint System ~ 20 CFR Part §658

This space can be used to attach stickers with the following information:

Este espacio se puede utilizar para fijar etiquetas con la siguiente información:

- State Monitor Advocate
- Consejero(a) de Monitoria Estatal
- Name of Complaint Specialist
- Nombre del Especialista de Quejas
- Name of the State Agency/Department
- Nombre de la Agencia Estatal o Departamento
- Address / Dirección
- Office Telephone Number or Toll Free Number
- Número de Oficina o Número Gratis



If you have a complaint about other employment-related issues, your local One-Stop Career Center will provide you with information on agencies that may be able to assist you.

Si usted tiene una queja acerca de otros asuntos laborales, su Centro Vocacional le proporcionará información sobre las agencias que pueden ofrecerle ayuda.