



## County of Mercer Workforce Development Board

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# Mercer WDB Policy: One Stop Career Center Complaint Procedures Adopted: November 1, 2022

**Background:** The Workforce Innovation & Opportunity Act (WIOA) requires each local area, state, outlying area and direct recipient of funds under Title I of WIOA to establish and maintain a procedure for participants and interested parties to file grievances and complaints alleging violations of WIOA requirements. A One-Stop Career Center Complaint Procedure Policy, is required under WIOA programs in accordance with NJWIN 12-16(A). This is to be a unified procedure that all One-Stop Career Center (OSCC) management and staff follow to publicize, document, and process complaints alleging any of the following:

- Discrimination by OSCC 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, complaints lodged by Migrant and Seasonal Farmworkers are to be treated as ES-related complaints regardless of how the worker found the job.

**Policy:** The Mercer Workforce Development Board (WDB) recognizes that the Mercer County One-Stop Career Center partners, including but not limited to the staff of the Mercer WDB, Mercer County Office of Training & Employment Services (MCOTES), the One-Stop Operator, NJDOL ES staff and vendors of funded services will follow a unified procedure for the handling of complaints and grievances.

**Definitions/Procedures:** The One-Stop Career Center Complaint Poster and "Equal Opportunity is the Law" Poster will be prominently displayed for customers in the Mercer County One Stop Career Center, and each new customer will receive a copy of the complaint procedure and acknowledge receipt of handouts on the complaint procedure process.

The ES manager will serve as the area's Complaint Specialist and EO Officer.

All formal complaints must be in writing and signed by the complainant, using ETA Form 8429, as detailed in Training and Employment Notice 1-17. Complaints will be recorded in the OSCC 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 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.