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Title 22@ Social Security

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Division 1@ Employment Development Department

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Subdivision 1@ Director of Employment Development

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Division 3@ Employment Services Programs

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Part 1@ Employment and Employability Services

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Chapter 2@ JOB TRAINING PARTNERSHIP ACT COMPLAINTS

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Article 2@ SERVICE DELIVERY AREA COMPLAINT PROCEDURES

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Section 4502-2@ Form and Filing of Complaints

## 4502-2 Form and Filing of Complaints

The service delivery area shall provide technical assistance to complainants, including those whose complaint is against the service delivery area. Such technical assistance includes providing instructions on how to file a complaint, providing copies of documents such as the JTPA, the state and federal JTPA regulations, service delivery area procedures, and contracts.

### (b)

The official filing date of the complaint shall be the date the written complaint is received by the service delivery area or its service providers. The filing of the complaint shall be considered a request for a hearing and the service delivery area shall issue a decision within 60 days of the filing of the complaint. The complaint shall be in writing, signed and dated. The service delivery area shall obtain the following information for all complaints: (1) Full name, telephone number, and mailing address of the complainant; (2) Full name, telephone number, and mailing address of the respondent; (3) A clear and concise statement of the facts and dates describing the alleged violation; (4) The provisions of the JTPA, the JTPA regulations, grant or other agreements under the JTPA, believed to have been violated; (5) Policy complaints against individuals, including staff or participants, shall indicate how those individuals did not comply with the JTPA law, regulation, or contracts, and shall identify the remedy sought by the complainant.

**(1)**

Full name, telephone number, and mailing address of the complainant;

**(2)**

Full name, telephone number, and mailing address of the respondent;

**(3)**

A clear and concise statement of the facts and dates describing the alleged violation;

**(4)**

The provisions of the JTPA, the JTPA regulations, grant or other agreements under the JTPA, believed to have been violated;

**(5)**

Policy complaints against individuals, including staff or participants, shall indicate how those individuals did not comply with the JTPA law, regulation, or contracts, and shall identify the remedy sought by the complainant.

**(c)**

The absence of any of the requested information shall not be a basis for dismissing a complaint.

**(d)**

Complaints may be amended to correct technical deficiencies at any time up to the time of the hearing. Complaints shall not be amended to add new issues unless the complainant withdraws and resubmits the complaint; however, applicable time limits shall not be extended if a complaint is amended or withdrawn and refiled. Complaints may be withdrawn at any time prior to the issuance of the hearing officer's decision.