Career offices must use the Discrimination Complaint Log to track discrimination complaints filed in their office; the log may be either paper or electronic but must be stored in a way that ensures the information remains confidential, as required by law.

**Discrimination Complaint Log Desk Aid**

Log Complaints of Discrimination

* occurring at a Workforce Solutions office
* occurring at a Workforce Solutions event
* against a Workforce Solutions contractor, vendor, provider, or partner
* where another entity has jurisdiction, if staff assists with completing or submitting complaint documentation

Record

* Name of Workforce Solutions office (where it asks for location)
* Date complaint was received
* Name and contact information of complainant (person filing the complaint)
* Status of complainant – student (for Job Corps only), employee (of Respondent), WIOA participant, MSFW, customer (Wagner-Peyser or UI claimants only), applicant, service provider, or non-customer
* Type of program – Employment Services, UI, WIOA (including MSFW), Job Corps, TAA, or non-DOL
* Date alleged discrimination occurred
* Grounds – age, sex, color, religion, political affiliation, disability, race, national origin, WIOA participation, citizenship, retaliation
* Description of complaint
* Respondent (name of person or company that allegedly discriminated)
* Whether respondent is recipient (Yes means they receive WIOA funds)

After Resolution, Record

* Disposition – settled, resolved, withdrawn, no probable cause, no jurisdiction, referred (include name of agency); and a description of what was done
* Date complaint was resolved
* Whether the alternate dispute resolution (ADR) process was used

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Discrimination complaint logs must be submitted upon request.