



**Department of  
Job & Family  
Services**

Although there are some differences in the established timelines for the processing and resolution of the three types of complaints, it is both the implicit and express interest of this agency that all persons and/or organizations filing complaints shall be afforded fairness and due process in the investigation and resolution of their charges.

## **Your Complaint Rights Under the Workforce Innovation and Opportunity Act (WIOA)**



**As an individual or entity you have certain rights regarding services you have received through the WIOA program. These include the right to file a complaint. There are three types of complaints that can be filed and they must be done within certain time frames.**

### **WIOA Program Complaint -**

You feel a program rule or process was not properly applied to your situation.

### **Discrimination Complaint -**

You feel you have been discriminated against based on your race, age, religion, national origin, sex, political affiliation or belief, disability, or citizenship status, as a lawfully admitted immigrant authorized to work in the United States.

### **Fraud and Abuse Complaint -**

You believe you have information exposing fraudulent activity or abuse of the program.

### **How Do I Resolve It?**

- **A WIOA Program Complaint** can be taken to three levels, at any of which it can be resolved.
- **First - At the Local level with the WIOA agency you are working with**
  - Must file within 1 year from date of incident
  - Upon filing the complaint, an informal conference will be held within 10 days
  - If no informal resolution, a formal hearing will be held and a decision rendered within 60 days of the filing date
  - Decision may be appealed to the State
- **Second - At the State level**
  - File with **Ohio Department of Job & Family Services (ODJFS)**  
**Office of Workforce Development**  
**30 E. Broad Street, 37th Floor**  
**Columbus, OH 43215**

Insert Local Workforce Area information here.

## Any Questions?

Please contact:  
ODJFS, Office of  
Employee and Business  
Services,  
Bureau of Civil Rights  
30 East Broad Street,  
30th floor  
Columbus, OH  
43215-3414  
(866) 227-6353

For more detailed  
information on each step  
please visit:

<https://dam.assets.ohio.gov/image/upload/jfs.ohio.gov/owd/WIOA/docs/WIOA-ComplaintProceduresManualJFS08045.pdf>

Mike DeWine,  
Governor  
State of Ohio

Matt Damschroder,  
Director  
Ohio Department of Job  
and Family Services

JFS 08063  
(Rev. 11/2024)

This institution is an  
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network.

- A state appeal of the local hearing decision must be filed within 10 days of that decision
- A Review of the hearing decision will be conducted and a decision rendered within 60 days of the state appeal filing date
- If a complaint was filed at the local level and no decision was rendered within 60 days, a complaint may be filed directly at the state level within one year of the date of original incident

### o **Third – At the Federal level**

- File with **U.S. Department of Labor (DOL)**  
**Office of the Secretary**  
**Attention: ASET**  
**Washington, D.C. 20210**
- If resolution of the initial complaint is not achieved at the local or state level, a final appeal may be made at the federal level

### • **A Discrimination Complaint**

- o File with:  
**Ohio Department of Job & Family Services**  
**Office of Employee and Business Services, Bureau of Civil Rights**  
**30 East Broad Street, 30th Floor**  
**Columbus, OH 43215-3414 (866) 227-6353**  
[jfs.ohio.gov/help-center/civil-rights/02-how-to-file-a-complaint](https://jfs.ohio.gov/help-center/civil-rights/02-how-to-file-a-complaint)
- o May also file with:  
**U.S. Department of Labor**  
**Civil Rights Center**  
**200 Constitution Ave., N.W., Room N-4123**  
**Washington, D.C. 20210**
- o Must be filed within 180 days of the discriminatory act or treatment
- o The complaint will be reviewed and, if accepted, the opportunity for Alternative Dispute Resolution must be provided. If there is no resolution through the alternative dispute resolution process then the Bureau of Civil Rights will investigate.
- o A Final Report must be issued within 90 days from the complaint receipt date

### • **Fraud and Abuse Complaints** must be filed with the Department of Labor’s Incident Reporting System

- o **U.S. Department of Labor Office**  
**Office of Inspector General, Office of Investigations**  
**200 Constitution Ave, NW. Room S 5514**  
**Washington, D.C. 20210**

Please sign below to acknowledge receipt of “Your Complaint Rights Under the Workforce Innovation and Opportunity Act” Form.

\_\_\_\_\_  
Signature of Receipt

\_\_\_\_\_  
Date