

COMPLAINT LOG

Complaint log. The LWIB/State EO Officers will maintain a log of complaints filed with them that allege discrimination on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, citizenship, and or/participation in a WIA Title I financially assisted program or activity. The log will be submitted to the CRC upon request, will include for each complaint:

- Date of complaint
- Name and address of complainant
- Status of complainant
- DOL-funded program
- Date of the alleged discriminatory incident
- Grounds/Bases of complaint
- Description/Issue of complaint
- Name of respondent
- Is respondent a recipient? (Yes or No)
- Disposition
- Date of disposition
- ADR (Yes or No)

Information that could lead to the identification of a particular individual as having filed a complaint will be kept confidential.

Responsibility for collecting and maintaining these records and information at the service provider level within a One-Stop system is the LWIB EO Officer.

Period of retention of records. Each LWIB EO Officer/WIA EO Manager will maintain all of the nondiscrimination and EO records, along with the log of complaints for a period of three years following the close of each program year.

Required notification of lawsuits or enforcement. In addition to collecting and maintaining the information described, and submitting data and reports to the CRC, as requested, the State EO Officer will also provide prompt notification to the Director of the CRC in the event that any administrative enforcement action or lawsuit is filed against the recipient alleging discrimination on any of the prohibited grounds. This notification will include:

- names of the parties to the action or lawsuit
- forum in which each case was filed
- relevant case numbers.

Similar information will be provided during compliance reviews or complaint investigations.

Confidentiality requirement. The identity of any individual who furnishes information relating to, or assisting in, an investigation or a compliance review, including the identity of any individual who files a complaint, will be kept confidential to the extent possible, consistent with a fair determination of the issues. An individual whose identity it is necessary to disclose will be protected from retaliation.

