- Not Resolved –

1. Elevate to State Level
2. Notify Complainant in writing

(If information requested from complainant, 20 days for Non- MSFWs, 40 Days for MSFW – No response complaint is resolved – see below)

Formal Process

Non-OSCC

1. Logs Complaint
2. Provide Services
3. Refers complaint to appropriate enforcement agency
4. Document

Complaint Handling Process Flowchart

If Informally Resolved, document resolution

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**Complaint / EO Officer:**

* **Assesses Allegations**
* **Determines Jurisdiction (within 2 years)**

Attempts Informal Resolution / IR

**Complaint / Grievance Received**

(OSCC / Non-OSCC related MSFW / Non-MSFW related / Discrimination)

**Not**

**Resolved**

OSCC Related

1. Logs Complaint
2. Assist with form
3. Provide Services
4. Investigates

(5 working days for MSFWs, 15 days for Non- MSFWs)

If Resolved, document resolution

**STATE** LEVEL

1. Investigates

IF APPEALED

1. Renders determination based on file, or
2. Schedules Hearing
3. Remands to Local Level

If Resolved, document resolution

Reopening of Complaints

For WP (related matters only), If complainant / representative provides requested information within a year, OSCC/SWA can resume

processing.

- Not Resolved -

1. Informs

Complainant of Failure to Resolve

1. Grants Right to Appeal to DOL

If found that the Employer Violated Employment Law

* State initiates Discontinuation of Services

If Employer Provides Assurances / Corrective Action

* State can re-instate Services to Employer

If found SWA / OSCC violated Regulations

* SWA / OSCC Develops and Implements Corrective Action Plan

(If MSFW related SMA must approve CAP – Monitor Progress every 30 Days)