



**Workforce Services Memorandum – Steps for Submitting the Quarterly Complaint Log, Intended for American Job Center Staff**

**Effective Date: November 1, 2018**

**Duration: June 30, 2020**

**Subject:** To provide guidance to the Local Workforce Development Areas (LWDAs) on the correct procedure to submit complaint logs to the Tennessee Department of Labor and Workforce Development (TDLWD).

**Scope:**

American Job Centers (AJCs), Chief Local Elected Officials (CLEOs), Local Elected Officials (LEOs), Local Workforce Development Areas (LWDAs), Local Workforce Development Boards (LWDBs), State Workforce Development Board (SWDB), Tennessee Department of Labor and Workforce Development (TDLWD), Workforce System Operators (Operators), Workforce System Partners (Partners), Workforce System Subrecipients (Subrecipients)

**I. American Job Center and Migrant Seasonal Farm Worker Complaint Form:**

American Job Center (AJC) staff must have the customer fill out the correct form to file a complaint. This form must be submitted to the Robert Tyler Manning, at [Robert.T.Manning@tn.gov](mailto:Robert.T.Manning@tn.gov), within 10 days of the end of each quarter. The complaint form is included in this document as Attachment I.

The complaint form can also be accessed through the following link:

[https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/WIOA\\_Grievance\\_and\\_Complaint\\_Resolution\\_Procedures\\_Guidance.pdf](https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/WIOA_Grievance_and_Complaint_Resolution_Procedures_Guidance.pdf)

After clicking the link, the form can be found on page 24 of the Grievance and Complaint Resolution Procedures Guidance.

**II. American Job Center and Migrant Seasonal Farm Worker Complaint Log:**

**A.** The AJC and Migrant Seasonal Farm Worker (MSFW) complaint log must be submitted to Robert Tyler Manning, at [Robert.T.Manning@tn.gov](mailto:Robert.T.Manning@tn.gov), within 10 days of the end of each quarter. The AJC complaint log is included in this document as Attachment II.

This form can also be accessed through the following link:

<https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/Fillable%20AJC%20Complaint%20Log%202018.pdf>.

If you wish to communicate directly with State staff, please notify [WIOA.Complaints@tn.gov](mailto:WIOA.Complaints@tn.gov) to receive a copy of this form.

- B.** When submitting this log, the file to must include the AJC name, LWDA name, and quarter covered by the report. For example: Nashville\_AJC\_Northern Middle\_Q3\_2018. If the file is not named correctly, it will be returned to the local area for correction. Please do not use the number of the AJC to identify which center is submitting the form.
- C.** Complaint logs must be sent in for each AJC in the LWDA, to include both comprehensive and affiliate AJCs.
- D.** Complaint logs must be submitted for each quarter whether or not there were any complaints filed.
- E.** The log must be filled out correctly. If information is missing or incorrect, the log will be returned to the sender with a request to enter or correct information.
- F.** Please note that the complaint log is intended to be **cumulative for the fiscal year (October 1st to September 30th)**. This allows each center to update any complaint information from previous quarters. Please use the same form for the entire year, and update the information as needed. For example, update any complaints that were indicated to be pending in previous quarters when they are resolved.

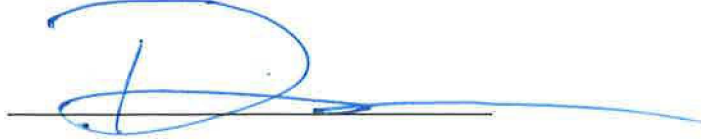
<b>Fiscal Year Reporting Quarters</b>	<b>Deadlines for Submission</b>
October 1 <sup>st</sup> to December 31 <sup>st</sup>	January 10 <sup>th</sup>
January 1 <sup>st</sup> to March 31 <sup>st</sup>	April 10 <sup>th</sup>
April 1 <sup>st</sup> to June 31 <sup>st</sup>	July 10 <sup>th</sup>
July 1 <sup>st</sup> to September 31 <sup>st</sup>	October 10 <sup>th</sup>

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**Contact:**

For any questions related to this memorandum, please contact Robert Tyler Manning – Director of Compliance and Policy for Workforce Services at [Robert.T.Manning@tn.gov](mailto:Robert.T.Manning@tn.gov).

A handwritten signature in blue ink, appearing to be 'D', is written over a horizontal line.

Deniece Thomas, Assistant Commissioner, Workforce Services Division