

# COMPLAINT COORDINATOR RESPONSIBILITIES

The responsibilities of Complaint Coordinators within the ES and ERL Complaint System, and the regulation that outlines the responsibilities are as follows:

- *20 CFR § 658.410*
  - Receive complaints and are assigned complaints received by DEW
  - Document action taken on complaints; ensure complaints are fully documented and contain all relevant information; maintain copies of the original complaint form, any ES-related reports, any relevant correspondence, a list of actions taken, and a record of pertinent communication
  - Follow-up on any unresolved complaints.
    - When an MSFW submits a complaint, the Complaint Coordinator must follow up monthly on the processing of the complaint and inform the complainant of the status of the complaint
    - No follow-up is required for non-MSFW complaints
- *20 CFR § 658.411*
  - Request additional information from the complainant if they have not provided sufficient information to investigate the matter

## Employment-Related Law Violations

- *20 CFR § 658.411(b): For MSFW complaints only*
  - In writing, take the complaint and attempt to resolve the issue informally at the local level, unless:
    - The complaint was submitted to DEW and the Complaint Coordinator determined they must take immediate action
    - An informal resolution at the local level would be detrimental to the complainant, in which case immediately refer the complaint to the appropriate enforcement agency and other ES services, if interested
  - If the issue is not resolved within five days, refer the complaint to the appropriate enforcement agency, another public agency, legal aid organization, or consumer advocate organization, as appropriate
  - If determined that the complaint must be referred to a State or Federal agency, refer the complaint immediately to the appropriate agency for prompt action
    - Notify the complainant of the agency to which the complaint was referred

### ES Regulation Violations

- 20 CFR § 658.411(d):
  - *For non-MSFW complaints*—filed with DEW or referred from an SC Works center:
    - If the complaint is not transferred to an enforcement agency, investigate and attempt to resolve the complaint immediately
    - If DEW has not resolved the issue within 30 business days of receipt (or after submission of all necessary information), make a written determination, and send copies to the complainant and the respondent
  - *For MSFW complaints*—filed with DEW or referred from an SC Works center,
    - Investigate and attempt to resolve the complaint immediately upon receipt and, if necessary, conduct a further investigation
    - If DEW has not resolved the issue within 20 business days after receipt (or after submission of all necessary information), make a written determination, and send copies to the complainant and respondent