

877—8.5(96) Complaints.

8.5(1) An applicant wishing to submit comments concerning service received from any workforce development center may do so using Form 70-8007, Comment Card. This form is a mail-in form and may be obtained from any workforce development center.

8.5(2) An applicant wishing to file a formal complaint against the division of workforce development center administration or a private company served by the division of workforce development center administration may do so using Form 309-0371, Formal Complaint. This form is signed by the person making the complaint and the agency staff accepting the complaint.

8.5(3) After action has been taken concerning a complaint, the results are mailed to the person making the complaint who must be advised of appeal rights in the event the resolution is unsatisfactory to such person.

8.5(4) A person wishing to file a complaint of suspected discrimination against an employer should obtain the Form 68-0597, Formal Complaint, from a workforce development center. This form should be completed and may be left with the agency for forwarding to the Iowa civil rights commission.

8.5(5) All complaints that cannot be resolved by the workforce development center are sent to the monitor advocate in the department's administrative office who, after appropriate investigation, takes whatever action is necessary to informally resolve the complaint.

8.5(6) A detailed description of the complaint system is contained in 20 CFR 658.400 through 658.423.

This rule is intended to implement Title 20, Code of Federal Regulations, 658.400 to 658.423, dtd. June 12, 1980, and Iowa Code sections 96.10 and 96.11.