

**State of Michigan**  
**Instructions for Completing the Employment Service Complaint System Log**  
**DLEG-BWT 301**

**Special Instructions**

- DLEG-BWT 301 form was developed for recording all Employment Services (ES) complaints received at the Michigan Works! Service Centers. The completion and submission of this form is required to ensure that centralized control procedures are followed in accordance with federal regulation 20 CFR 658, Subpart E.
- These procedures are not applicable for complaints or grievances against other programs, such as UI, WIA or TANF. Such alleged violations should be handled within the procedures set forth in their respective regulations.
- The form is to be filled out and maintained by the Michigan Works! Service Center Complaint Coordinator or designated staff member.
- Copies of the ES Complaint System Log shall be sent monthly to:  
Joe Billig, State Complaint Specialist  
DLEG-BWT  
201 N. Washington Square, 5th Floor  
Lansing, Michigan 48913

**Preparation of Form – This is a cumulative report for each calendar year.**

Office Name: Enter the name of the MW Service Center where the complaints were received.

Time Period Covered: Enter the calendar year in which the complaints were received. This is a cumulative report for each calendar year.

**The following information is filled out on the log for each complainant who comes into a MW Service Center alleging an Employment Services complaint.**

Complainant: Enter the name of the individual(s) reporting the complaint.

Respondent: Enter the name of the person or employer, allegedly responsible for the complaint.

Date Filed: Enter the month and day that the complaint was received by the MW Service Center Complaint Coordinator or designated staff member.

MSFW: Enter a check mark if complainant meets the definition of a migrant or seasonal farm worker (MSFW), in accordance to federal regulations at 20 CFR 651.7.

Non-ES Related: Enter a check mark if the complaint is non-Employment Service related.

**The ES-Related section must be filled out if the complainant completes and signs an ETA 8429 form. Transfer the information from Part II, Item 2 of the ETA 8429 form to the ES Complaint System Log as follows:**

ES-Related: Enter a check mark if the ETA 8429 form has a corresponding check mark at Part II, Item 2:

- Against Agency: if “against job service” is marked on the ETA 8429
- Against Employer: if marked on the ETA 8429
- ES Regulation: if “alleged violation of WIA regulations” is marked on the ETA 8429
- Employment Law: if “alleged violation of employment law(s)” is marked on the ETA 8429

**The Date Referred section must be filled out if the complainant completes and signs an ETA 8429 form. Transfer the information from Part II, Item 7a of the ETA 8429 form to the ES Complaint System Log as follows:**

Date Referred: Enter the month and day the complaint was referred to:

- Employment Standards (USDOL): if “Wage & Hour ESA/U.S. DOL” is marked on ETA 8429 or complaint is subsequently referred
- OSHA: if marked on the ETA 8429 or complaint is subsequently referred
- Other: if marked on the ETA 8429 or complaint is subsequently referred to another agency such as, but not limited to:
  - Michigan Wage & Hour Division
  - Michigan Occupational Safety and Health Administration (MIOSHA)
  - Michigan Department of Agriculture
  - Michigan Department of Civil Rights
  - Equal Employment Opportunity Commission (EEOC)
  - Elevate to State Complaint Specialist

**The Pending Dates section must be filled out if the complainant completes and signs an ETA 8429 form. As the Complaint Coordinator processes the complaint they enter the dates when any of the following steps start:**

Pending Dates: Enter the month and day

- In Process - Local: local resolution is attempted.
- Information Request - Local: a written request for information is sent to the complainant.
- Enforcement Decision: an enforcement agency notifies you that they have received the referral and are processing the complaint.

**The Date Resolved section must be filled out if the complainant completes and signs the ETA 8429 form. The date the complaint is resolved is entered in the ES Complaint System Log as follows:**

Date Resolved: Enter the month and day the complaint is resolved:

- At the Local Level: if resolution was attained at local office.
- By the Enforcement Agency: if resolution was the result of the enforcement agency's decision.
- Complainant Chose Not to Elevate: if the complainant chose not to elevate the complaint to next level.
- Complainant Failed to Respond: if the complainant failed to respond to a request for information in the allotted time.

Comments: Enter comments regarding the status of the complaint; such as, referred to MI Wage & Hour, decided not to file a complaint, etc.