

<b>TRAINING AND EMPLOYMENT NOTICE</b>	<b>NO.</b> 15-09
	<b>DATE</b> November 18, 2009

**TO:** ALL REGIONAL ADMINISTRATORS  
ALL STATE WORKFORCE AGENCIES  
ALL STATE WORKFORCE ADMINISTRATORS  
ALL STATE WORKFORCE LIAISONS

**FROM:** JANE OATES  
Assistant Secretary



**SUBJECT:** Required Job Service Complaint System Poster

- 1. Purpose.** To announce the release of the ETA-approved Job Service Complaint System poster.
- 2. Reference.** 20 CFR § 658.410 , § 658.410 (d) ; §658.411 and §658.413, also issued under 44 U.S.C. 3501 *et seq.*; Wagner-Peyser Act of 1933, as amended; 29 U.S.C. 49 *et seq.*; 45 FR 39468, June 10, 1980, as amended at 47 FR 145, Jan. 5, 1982.
- 3. Background.** The Code of Federal Regulations at 20 CFR § 658.410 requires each State Workforce Agency to establish and maintain a uniform system for accepting, investigating, resolving, and referring complaints and apparent violations through the Wagner-Peyser program.  
  
In addition, State agencies must ensure that information pertaining to the use of the JS complaint system is publicized. This includes the prominent display of an ETA-approved JS complaint system poster in each local One Stop.
- 4. Action Required.** State Workforce Agencies are requested to distribute this notice and the attached poster to State Monitor Advocates, and to all local One Stops as well as to interested and potentially interested stakeholders. The posters will also be available in the National Monitor Advocate website at:  
<http://www.doleta.gov/programs/msfw.cfm>.
- 5. Inquiries.** Any questions concerning this TEN should be directed to either the ETA Regional Monitor Advocate serving your State, or to Juan M. Regalado, the National Monitor Advocate. Mr. Regalado can be contacted at (202) 693-2661 or by email at [regalado.juan@dol.gov](mailto:regalado.juan@dol.gov).

