

TRAINING AND EMPLOYMENT NOTICE	NO. 08-23
	DATE October 10, 2023

TO: REGIONAL ADMINISTRATORS
REGIONAL MONITOR ADVOCATES
STATE WORKFORCE AGENCIES
STATE WORKFORCE ADMINISTRATORS
STATE MONITOR ADVOCATES

FROM: BRENT PARTON /s/
Principal Deputy Assistant Secretary

SUBJECT: Required Employment Service and Employment-Related Law Complaint System Posters

1. **Purpose.** To announce the release of updated Employment and Training Administration (ETA) approved posters for the Employment Service (ES) and Employment-Related Law Complaint System (Complaint System), described at [20 CFR 658.410\(d\)](#), and to provide instructions for State Workforce Agencies (SWAs) to prominently display the posters in each one-stop center (American Job Center) and online. This Training and Employment Notice (TEN) rescinds TEN No. 15-09.
2. **Action Requested.** By April 1, 2024, SWAs must distribute this notice and the attached posters to each one-stop center, ES office managers, as well as any interested and potentially interested stakeholders. By April 1, 2024, SWAs must also publish the posters on their ES website's main page.
3. **Summary and Background.**
 - a. Summary – This notice provides updated ETA-approved Complaint System posters in English and Spanish. The posters transmitted through this TEN replace prior versions of the “Job Service Complaint System” poster. The posters are also available on [ETA’s Monitor Advocate System](#) webpage.
 - b. Background – ES regulations at [20 CFR 658.410](#) require each SWA to establish and maintain a uniform system for accepting, investigating, resolving, and referring complaints through the Wagner-Peyser program. State agencies must ensure information pertaining to the use of the Complaint System is publicized, which must include, but is not limited to, the prominent display of an ETA-approved Complaint System poster in each one-stop center. In order to assist SWAs in complying with the language access requirements at [29 CFR 38.9\(g\)](#), ETA has developed posters in English and Spanish. The most recent findings from the [National Agricultural Workers Survey \(NAWS\) for 2019-2020](#) document that 62 percent of NAWS respondents reported that Spanish was the

language in which they were most comfortable conversing. However, if SWAs determine that other languages are spoken by a significant number or portion of the population eligible to be served or likely to be encountered, SWAs must make the translations readily available in hard copy, as appropriate to comply with the requirements at 29 CFR 38.9(g).

4. Distribution and Posting of the Complaint Posters.

- a. SWAs must distribute this notice and the attached posters to each one-stop center, ES office managers, as well as interested and potentially interested stakeholders by April 1, 2024.
- b. Each one-stop center must prominently display the approved Complaint System posters in their facility by April 1, 2024. Each one-stop center poster must contain information for the local office Complaint System Representative and State Monitor Advocate in the designated fields.
- c. By April 1, 2024, SWAs must publish the posters on their ES website's main page. The posters that are published on the website must contain information for the SWA Complaint System Representative and State Monitor Advocate in the designated fields.

5. Inquiries. Direct any questions concerning this TEN to either the ETA Regional Monitor Advocate serving your State or the National Monitor Advocate at NMA@dol.gov. Contact information for Regional Monitor Advocates is available on [ETA's Monitor Advocate System](#) webpage.

6. References.

- *National Agricultural Workers Survey (NAWS) 2019–2020: A Demographic and Employment Profile of United States Farmworkers*, published June 3, 2022
<https://www.dol.gov/sites/dolgov/files/ETA/naws/pdfs/NAWS%20Research%20Report%202016.pdf>

7. Attachments.

- Attachment I: Complaint System Poster (English)
- Attachment II: Complaint System Poster (Spanish)