

Notifications and Communications Throughout the TAA Petition Process

Throughout the TAA petition process, OTAA attempts to provide notice to stakeholders such as petitioners, officials, and state workforce agencies (SWA).

Submission of Petition

When a petition is filed, the petitioner is required to file with both DOL and the state. For online-filed petitions, the online system automatically provides a copy of the petition to the state. Petitioners who file through the online system and provide an email address also receive a confirmation email of their submission. For petitions submitted via mail, fax, or email (to taa.petition@dol.gov), the petitioner is responsible for ensuring the state receives a copy of this initial filing.

Review of Petition

DOL reviews petitions for validity, typically on the first business day after receiving a submission. Petitions that do not meet the criteria for validity as set out in the regulations are considered invalid. DOL will notify the petitioner(s) that their petition is invalid. This notification is provided by email to ensure documentation or by phone, if an email is not provided.

During review, it may also be necessary to get some clarification on petition materials provided to ensure that the petition is valid. In these situations, DOL will reach out to the petitioner(s) to acquire that clarification.

Start of the Investigation

Petitions determined to be valid are assigned an investigator and a case TAW number. This is typically done in the afternoon of the first business day following the day the petition was received. There are a number of communications that occur on this day:

- Petitioner(s) receive a customer service letter with the TAW number and investigator.*
- Official(s) listed on the petition with an email address receive a customer service letter with the TAW number and investigator.
- States referenced on the petition receive an email with the TAW number, investigator, and a copy of the petition to their State Petition Inbox. These notices are only sent to states where the state is referenced in the petition (i.e. the state of the worker group, the state of the parent company, or the state in which petitioner(s) reside).
- Petitioners receive a phone call confirming the start of the investigation and ensuring they received the customer service letter (or *will receive* if an email was not provided). Note, these phone calls are not provided to SWA filers as they usually already familiar with the process or to company filers, as they will be contacted by the investigator next.

- Website search of the TAW is now available. Note that the redacted petition is not yet available.

*If an individual is both the petitioner and a company official listed on the petition, they are treated as a petitioner for the purposes of this set of notifications.

Early Investigation

In the first week or two of an investigation, there are a number of other communications that occur after the initial batch at the start of the investigation. These include the investigator reaching out to the petitioner and company officials, a list of company contacts being provided to SWAs, and the redacted petition being posted to the website.

- Investigator contacts petitioner(s) within the first five business days to give them a point of contact, collect information, and answer their questions.
- Investigator contacts the company official(s) to identify who should be receiving the Business Data Request (BDR) and gather additional information, if needed.
- Each Monday (typically), an email is sent out the SWAs with a list of petitions instituted the previous week and our most up-to-date company official information. The intent is that this information will allow SWAs to contact the company to determine rapid response services, collect worker lists, etc.
- Redacted petitions are usually posted to the website in 5 to 7 business days after the investigation starts as these are sent twice a week for posting on the website (which takes a few days).

During Investigation

During the investigation, there are no longer structured communications. Investigators are working closely with company officials to collect the necessary information. Investigators may also request more information from petitioners and other stakeholders.

Closing of Investigation

When an investigation is complete, it is signed by the certifying officer. Three days a week (M, W, F), a report is issued with determinations issued since the prior report. The Office of Congressional and Intergovernmental Affairs (OCIA) is then given through the next business day to make notifications to Congress. Two business days after the report (and thus approximately 4 business days after the decision was signed), a variety of notifications are sent out including notification letters to petitioner(s) and company officials(s). An email is also sent to SWAs through the OTAA Notifications list with a table of determinations, a copy of each determination, and a contact list of the current company official for each initial determination rendered. Additionally, the determinations are sent to the website team for posting in the next few business days (posted 7-10 business days after original decision).

DOL Provided Notifications and Communications

	Type	Who	Notes
Submission	Electronic Filing Receipt	Petitioner(s) with Email Addresses	Only online-filed petitions.
	Copy of Petition Sent to State	State Petition Box	Only online-filed petitions.
Review	Invalid Petition Notification	Petitioner(s)	By email, if available. Otherwise by phone.
Start of Investigation	Customer Service Letter	Petitioner(s)	By email, if available. Otherwise by US Mail.
	Customer Service Letter	Official(s)	By email, if available. Otherwise not sent because it would arrive after Investigator contact.
	State Investigation Information	State Petition Box	Includes a copy of the petition. Send to states referenced on the petition.
	Customer Service Call	Petitioner(s)	Not provided to SWA-filed or company-filed petitions.
	Listing Added to Website	Website	Redaction not yet available.
Early Investigation	Investigator Contacts Petitioner	Petitioner(s)	May be by email or phone.
	Investigator Contacts Official	Official(s)	May be by email or phone.
	Company Contacts Report	SWAs (OTAA Notifications)	List of current company contacts.
	Redacted Petitions Posted to Web	Website	
Post-Investigation	Notification Letter	Petitioner(s)	By email, if available. Otherwise by US Mail.
	Notification Letter	Official(s)	By email, if available. Otherwise by US Mail.
	Determinations Email	SWAs (OTAA Notifications)	List of Determinations, copy of determinations, and list of company contacts.
	Determination Document Posted to Website	Website	Typically 7-10 business days.