



WIOA Complaints

The MassHire Metro North Careers Centers are required to comply with the provisions of WIOA law, its regulations, grants or other agreements. If you have a complaint resulting from an interaction at a Career Center, you may contact the Complaint Officer to arrange an informal resolution. If a resolution cannot be agreed upon or you have a complaint about the WIOA Title I program(s) or activities which do not involve questions of equal opportunity or criminal activity, you may file a complaint within one year from the date of the alleged violation with one of the MassHire Metro North Career Centers Complaint Officers:

Cambridge: Kim Ware, 186 Alewife Brook Parkway, Suite 310, Cambridge, MA 02138 kware@mhmnc.com

Woburn: Sean Barnes 800 W. Cummings Park, Suite 6400, Woburn, MA 01801 sbarnes@mhmnc.com

Chelsea: David Lopez, 4 Gerrish Avenue, Chelsea 02150 dlopez@mhmnc.com

Malden: Erika Melicio, 2 Florence Street, 4th Floor, Malden, MA 02148 emelicio@mhmnc.com

An investigation and determination will be provided by MHMNCC no later than 60 business days after the date that the complaint was filed. If you have not received a decision or you are dissatisfied with the decision you have the right to appeal to the MassHire Department of Career Services State Complaint Officer within 20 business days from the date of the decision:

MassHire Department of Career Services State Complaint Officer, 100 Cambridge Street, 5th Floor, Boston, MA 02114 and/or email: dcsunifiedcomplaint@mass.gov

If you have not received a decision or you are dissatisfied with the decision from the MassHire Department of Career Services State Complaint Officer within 60 business days, you have the right to appeal to the U.S. Department of Labor within 20 business days from the date of the decision:

Original to: U.S. Department of Labor, Employment and Training Administration, 200 Constitution Ave., NW, Washington, D.C., 20210 Attention: ASET

Copy to: U.S. Department of Labor, Employment and Training Administration, John F. Kennedy Federal Building, Room E-350, Boston, MA 02203

Criminal Complaints

All information and complaints involving fraud, waste, abuse or criminal activity shall be reported directly and immediately to:

Original to: Office of the Inspector General, 200 Constitution Avenue, NW, Room 5-5506, Washington, D.C., 20210 or call 1-800-347-3756.

Copy to: Office of the Comptroller, One Ashburton Place, 9th Floor, Boston, MA 02108