

A Few More Facts and Opinions

- The option of filing a complaint is a right, not something requiring permission.
- If someone who files a charge is wrong about perceived mistreatment, the complaint process will bear this out.
- There are some who perennially file complaints. We sometimes call these folks our “frequent filers”.
- Respondents, whether they are county human service agencies, One-Stops or other partners, should not “take it personally” when individuals file complaints.
- Our role in handling complaints is the finding of facts, not the finding of fault----we have no vested interest in who “wins” or who “loses”.
- All of us are apt to make mistakes----this is called being human.
- If a complainant expects the moon and stars, he/she will probably be disappointed. Remedies we may determine appropriate will only be those for which a Complainant may have been eligible and/or entitled, had the effects of unlawful discrimination not been present. There are no Grand Prize winners.
- The WIA Complaint Procedures manual is located on-line@ http://www.ohioworkforce.org/workforceprof/policy_info.stm .
- The Ohio Department of Job and Family Services Bureau of Civil Rights website is@ <http://jfs.ohio.gov/civilRights/> .
- From January 1, 2003 until the present, BCR has completed over 150 complaint investigations of cases involving human services clients.