

**To:** Indiana’s Workforce System

**From:** Indiana Department of Workforce Development (DWD)

**Date:** March 14, 2024

**Subject:** DWD Memorandum 2023-12  
Interim Guidance on the Required Employment Service and Employment-Related Law Complaint System Posters

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## Purpose

The purpose of this memo is to provide interim guidance to Local Workforce Development Boards (local boards) on the required posting of the Employment Service and Employment-Related Law Complaint System (Complaint System) posters in all WorkOne/American Job Centers (WorkOne/AJCs).

***NOTE: This guidance may be updated as DWD continues to develop Employment Service (ES) guidance to align with new Wagner-Peyser Act regulations.<sup>1</sup>***

## References

TEN 8-23 *Required Employment Service and Employment-Related Law Complaint System Posters*<sup>2</sup>

## Content

Per TEN 8-23, information pertaining to the use of the Complaint System must be publicized, which must include, but is not limited to, the prominent display of the ETA-approved Complaint System posters (English and Spanish) in each WorkOne/AJC.

Complaint System posters with contact information for the state-level Complaint System Representative and the State Monitor Advocate can be accessed from the DWD Active Policies webpage along with this memo.<sup>3</sup> Direct links to the state-level posters are also available in **Attachment A and B**.

Additionally, each local area has unique Complaint System posters that list the local area’s specific complaint contact information in both English and Spanish. DWD has completed the required Complaint System Representative contact information displayed on each local area-specific poster. To access these posters through the WorkOne Staff Portal, select the “Marketing” tab, navigate to “Flyers, Infographics, Posters, and Printed Materials,” select “Brochures, Flyers, & Posters” and scroll until the complaint poster appears. The folders with each local area’s posters can be accessed by clicking on the image of the complaint poster.

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<sup>1</sup> Effective January 23, 2024.

<sup>2</sup> TEN 8-23 and blank templates for the mandatory signage are available for download at [TEN 08-23 | U.S. Department of Labor \(dol.gov\)](https://www.dol.gov/eis/whd/ten-8-23).

<sup>3</sup> See <https://www.in.gov/dwd/compliance-policy/policy/active/>.

## Action

Local boards must ensure the required Complaint System posters are prominently displayed in all WorkOne/AJCs by April 1, 2024. If at any time local boards need to update the contact information on the posters or display a poster in a language other than English or Spanish, they should contact [policy@dwd.in.gov](mailto:policy@dwd.in.gov) for assistance. The content of this memo is subject to routine DWD monitoring.

## Attachments

**Attachment A** – State Workforce Agency Employment Service and Employment-Related Law Complaint System Posters (English)

**Attachment B** – State Workforce Agency Employment Service and Employment-Related Law Complaint System Posters (Spanish)

## Effective Date

Immediately.

## Ending Date

Upon rescission.

## Additional Information

Questions regarding the content of this publication should be directed to [policy@dwd.in.gov](mailto:policy@dwd.in.gov).

**Attachment A**  
**State Workforce Agency Employment Service and Employment-Related Law**  
**Complaint System Poster (English)**

[Open this link to access the State Workforce Agency Employment Service and Employment-Related Law Complaint System Poster in English.](#)

**Attachment B**  
**State Workforce Agency Employment Service and Employment-Related Law**  
**Complaint System Poster (Spanish)**

[Open this link to access the State Workforce Agency Employment Service and Employment-Related Law Complaint System Poster in Spanish.](#)