

1. COMPLAINANT INFORMATION

Your Name:	Home or Cell Phone Number
	Work Number:
Your Mailing Address - Number & Street, City, State, Zip	Email address:

2. RESPONDENT INFORMATION

Full Name of Apprenticeship Program (Program Sponsor)	Area Code and Phone Number:
Address of the Apprenticeship Program/Committee listed above:	

3. What is the most convenient time and way to contact you?

4. Explain in detail and clear terms your specific complaint. Also state why you believe the Apprenticeship Committee decision was unfair or unreasonable. Include specific names, dates and issues and any relevant facts and documents that pertain to your complaint. Attach additional sheets if you need more space. Be specific!

5. Have you ever tried to resolve this complaint with the Program? Yes or No

6. If yes what was the outcome? If no why not?

Month and year you entered the Program:	Apprenticeship Period
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I declare under penalty of perjury that this information is true and correct to the best of my knowledge.

YOUR SIGNATURE	Date:
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All complaints must be filed with the Administrator of Apprenticeship within 30 days of the alleged violation except Equal Opportunity complaints. Mail to: The Division of Apprenticeship Standards, 1515 Clay Street, Suite 1902, Oakland, CA 94612. Incomplete complaints will be returned.

DIVISION OF APPRENTICESHIP STANDARDS COMPLAINT PROCESS

1. Your Responsibility

Be sure to keep us informed of any address and telephone changes. Cooperation with the Division of Apprenticeship Standards is necessary for a speedy resolution of the complaint. A complaint may only be withdrawn by a signed written request to the Administrator of Apprenticeship and must include the reasons and declaration, under penalty of law, that its contents are true.

2. Jurisdiction

Upon receipt of the complaint we will determine whether or not the Administrator of Apprenticeship has jurisdiction. If the Administrator of Apprenticeship does not have jurisdiction you will be notified.

3. Timeliness

If the Administrator has jurisdiction, we will check to see if the complaint has been filed in a timely manner in accordance with California Code of Regulations, title 8, Chapter 2, Subchapter 1, Article 1, Section 201. or Chapter 2 Subchapter 2, Article 4, Section 262 which specify the time limits for filing a complaint. If the complaint was not filed in a timely manner it will be dismissed and you will be notified.

4. Investigation

If the complaint is timely, an investigator will be assigned to look into the complaint. The investigator may contact either or both parties or witnesses. In order to support your position, you must be able to provide any additional records, documents or letters you have in your possession and identify any witnesses that were not included with your original complaint.

5. Dismissal

After the investigation is completed, a decision will be made to either dismiss the complaint or schedule a hearing. The complaint will be dismissed if it is found to be without merit.

6. Hearing

If a hearing is scheduled, you will be notified in writing by the Hearing Officer of the time and place of the hearing, as well as pre-hearing conferences.