

FILE A COMPLAINT

Employment Service and Employment Related Law Complaint System

IF YOU HAVE A COMPLAINT ABOUT

- Employment Services at this office, or
- An Employer
 - Any employment-related law, or
 - An employer the Employment Service program referred you to

Contact the manager or the following Complaint System Representative

 Attention: Nancy Gagnon

 Telephone: 978-805-4734

 Email Address: nancy.gagnon@masshirelowellcc.com

 Mailing Address: MassHire Lowell Career Center, 107 Merrimack Street, Lowell, MA 01852

Language assistance is available free of charge. For information on language interpretation and translation services, speak with a MassHire Career Center representative or visit <https://www.mass.gov/mdcsm-ultilinguals-services>

- Examples:
- Wages
 - Contract compliance
 - Child labor
 - Discrimination
 - Wrongful termination
 - Employer-provided transportation or housing
 - Human trafficking
 - Sexual harassment, coercion or assault
 - Pesticides
 - Workplace crime
 - Working hours
 - Health/Safety

ANY individual, employer, organization, association, or other entity can file a complaint. A complainant may choose an individual to act as their representative.

This employment Service office can also help you to find other employment, training, and supportive services to obtain food, shelter, clothing, and other necessities.

PROTECTIONS FOR COMPLAINANTS

- If you make a complaint or give information related to, or assist in, an investigation of a complaint, your identity will be kept confidential to the fullest extent possible under current law and as necessary to determine the complaint fairly.
- Federal laws prohibit employers from retaliating (i.e., taking negative actions) against employees who report employment related complaints. If you experience retaliation from an employer, please contact the appropriate representative listed below.

State Complaint Officer (SCO)

Ashley Terrill, Acting State Complaint Officer (SCO)
MassHire Department of Career Services
100 Cambridge Street, 5th Floor, Boston, MA 02114
Email: DCSUnifiedComplaint@mass.gov
Telephone: (857) 289-2065

State Monitor Advocate (SMA)*

Rogério Raposo, State Monitor Advocate (SMA)
MassHire Department of Career Services
100 Cambridge Street, 5th Floor, Boston, MA 02114
Email: DCSUnifiedComplaint@mass.gov
Telephone: (857) 202-0603

*Available only for migrant or seasonal farm workers and

agricultural employees.