

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 A complaint may only be withdrawn by a signed written request to the Administrator of Apprenticeship and must include the reasons and declaration, under penalty of law, that its contents are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.