



## **Complaint Procedure**

The Maine Apprenticeship Program cannot solve complaints concerning discrimination or other equal employment opportunity matters; EEO complaints should be directed to the Maine Human Rights Commission to be processed in accordance with state and federal law.

Any controversy or differences arising under your apprenticeship agreement that cannot be resolved locally (directly between you and your sponsor), or that are not covered under a collective bargaining agreement, should be submitted in writing to the Maine Apprenticeship Program. Matters covered under a collective bargaining agreement are not subject to this complaint process.

A written complaint must be signed by you or your authorized representative and submitted within 60 days of the final local decision. The complaint must set forth the specific matter(s) complained of, together with relevant facts and circumstances. Copies of pertinent documents and correspondence must accompany the complaint.

The Maine Department of Labor (MDOL) will render an opinion with 90 days after receipt of the complaint, after an investigation of the matters submitted as may be necessary. During the 90-day period the MDOL will make reasonable efforts to effect a satisfactory resolution between the parties involved. If so resolved, the parties will be notified that the case is closed. Where an opinion is rendered, copies will be sent to all interested parties.

Nothing in this procedure precludes an apprentice from pursuing any other remedy authorized under other federal, state or local law.

### **Contact Information:**

Maine Department of Labor  
Bureau of Employment Services  
55 State House Station  
Augusta, ME 04333-0055  
PH: 207-623-7981  
FX: 207-287-5933  
TTY: Maine relay 711

Maine Human Rights Commission  
51 State House Station  
19 Union Street  
Augusta, ME 04330  
PH: 207-624-6290  
FX: 207-624-8729  
TTY: Maine relay 711