

# REGIONAL MANAGER RESPONSIBILITIES

The responsibilities of Regional Managers within the ES and ERL Complaint System, and the regulation that outlines the responsibilities are as follows:

- *20 CFR §§ 653.107(b)*
  - Receive referrals from outreach staff
- *20 CFR § 658.410(b)*
  - In the SC Works centers, responsible for the operation of the ES and ERL Complaint System
  - Ensure the Complaint/Apparent Violation log is maintained, listing all complaints taken by the SC Works center or DEW and apparent violations identified by ES staff, specifying the following:
    - Name of the complainant and respondent (employer or DEW)
    - The date the complaint was filed, or the apparent violation was identified
    - Whether the complaint was made by or on behalf of an MSFW or whether the apparent violation affects an MSFW
    - Whether the complaint or apparent violation concerns an employment-related law or ES regulation
    - The actions taken and whether the complaint or apparent violation has been resolved, including informally
  - Within one month after the end of the calendar quarter, transmit an electric copy of the quarterly Complaint/Apparent Violation log to the SMA
- *20 CFR § 658.411*
  - Maintain contact with complainant/representative during the investigation
  - Receive the completed complaint form after a copy has been given to the complainant/representative
- *20 CFR § 658.419(a)*
  - Ensure apparent violations brought by ES staff are documented in the Complaint/Apparent Violations log