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## 29 C.F.R. § 38.72

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### Required elements of a recipient's complaint processing procedures.

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- (a) The procedures that a recipient adopts and publishes for processing complaints permitted under this part and WIOA Section 188 must state that the recipient will issue a written Notice of Final Action on complaints within 90 days of the date on which the complaint is filed.
- (b) At a minimum, the procedures must include the following elements:
  - (1) Initial, written notice to the complainant that contains the following information:
    - (i) An acknowledgment that the recipient has received the complaint; and
    - (ii) Notice that the complainant has the right to be represented in the complaint process;
    - (iii) Notice of rights contained in § 38.35; and
    - (iv) Notice that the complainant has the right to request and receive, at no cost, auxiliary aids and services, language assistance services, and that this notice will be translated into the non-English languages as required in §§ 38.4(h) and (i), 38.34, and 38.36.

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