

# FAQs for Filing Appeals and Complaint Forms

## Overview

This FAQ highlights some common questions. Complete User Manuals and other resources are available on the LaborFirst website (<https://labor.delaware.gov/laborfirst>).

- File Appeals in ESS
- Complaint Form

## Frequently Asked Questions

### File an Appeal in the Employer Portal

Question	Answer
Where do I file an Appeal in the Employer Portal?	Navigate to the Paid Leave Division Screen and select 'File an Appeal' under Action Items.
What are appealable items?	Appealable items include: Use of Private Plan, Contribution Calculation, Required Paid Leave Coverage, Interest & Penalties and Violation of Act.
What happens after an appeal has been filed?	The appeal request is reviewed by Paid Leave Appeals Staff, and a hearing is scheduled if necessary.
Where can I view updates to my appeal request?	Navigate to the Paid Leave Division Screen and identify the 'Appeals' section of the screen. From there, select the 'Docket ID' to navigate to the 'Appeal Screen'. Here, employers can view additional details in regard to the appeal filed, including: Status, Appeal Type, Appeal Category, etc.
How long do I have to submit an appeal after the private plan has been denied?	Employers have 30 days to appeal the denial of their private or self-insured plan. Once the State denies the private and/or self-insured plan, those Lines of Coverage (LOC) default into the State Paid Leave Plan.
Is documentation required to file an appeal?	Yes, a document will have to be provided to file your appeal (document under appeal). Document requirements will depend on what you are appealing.
How many appeals can I submit per document?	Each unique document can only be tied to one appeal.

### Complaint Form

Question	Answer
Where do I file a Complaint Form?	A Complaint can be filed from the Delaware LaborFirst webpage. <a href="#">Delaware LaborFirst - Delaware Department of Labor</a> .
What can I submit a complaint for?	You can submit a complaint against an employer if you believe your employer is committing fraud or you have knowledge of another employer committing fraud (even if not your own)
What happens after a Complaint Form has been submitted?	Complaint forms are reviewed by Paid Leave Staff who will take the appropriate action if necessary.