



DIVISION OF
INDUSTRIAL AFFAIRS



Employer Quick Contact Guide

Steps to quickly contact the DOL IA include:

- **Step 1:** Pinpoint Your Issue: Determine if your request pertains to labor laws, safety, discrimination, wages, workers' comp, construction, and human trafficking.
- **Step 2:** Select the Right DOL IA Office: Match your issue to the correct office for efficient resolution. Visit our website at labor.delaware.gov/divisions/industrial-affairs
- **Step 3:** Gather Your Documents: Prepare any related documents or records that may help give the DOL IA context.
- **Step 4:** Reach Out: Contact via phone, email, or online with a clear issue description.
- **Step 5:** Engage & Follow Through: Prepare for the consultation and keep records of the process.

Quick FAQs for Employers:

- **Will contacting DOL IA lead to an inspection?**
Not necessarily. Many interactions are for guidance and compliance help without immediate inspections.
- **I don't know where my issue fits. What should I do?**
Start with a general inquiry to the DOL IA's main line or customer service. They can direct you to the right office. Also, refer back to our common myths section to make sure you're reaching out to the right office within DOL IA.

Know Your Resources

We're here to support your business! Contact us for guidance, support, and resources.

Scan the QR code for easy access to further information, office contact details, forms, and direct contact options:



(302) 761-8200



Your Guide to Workplace Excellence

A Toolkit for Employers from the
Division of Industrial Affairs

Discover How the Division of Industrial Affairs Supports Delaware Employers

- **Understand and Apply Labor Laws:** Gain insights into state and federal regulations to ensure compliance and avoid legal issues.
- **Workplace Safety Inspections:** Utilize our expert consultations and inspections to create a safer workplace for your employees.
- **Address Workplace Discrimination:** Receive guidance on how to handle and prevent discrimination to maintain a respectful work environment.
- **Navigate Workers' Compensation:** Get help managing the process efficiently when an employee is injured on the job.
- **Resolve Wage Disputes:** Access resources to fairly address and quickly resolve wage claims, maintaining employee satisfaction and loyalty.
- **Improve Working Conditions:** Implement proactive measures to enhance workplace conditions and employee well-being.
- **Access Training and Education:** Participate in training sessions to stay updated on best practices in employment law and workplace safety.

The Division of Industrial Affairs supports your efforts to provide a fair and secure workplace. Together, we can ensure that your business not only meets legal requirements but also thrives through an empowered workforce.

Understand Our Offices & How They Support You

The Division of Industrial Affairs provides assistance through specialized offices designed to address specific employer needs. Discover how each office can support your business operations:

Office of Anti-Discrimination (OAD):

What We Do: Act as a neutral party to facilitate the anti-discrimination process for both employees and employers.

Reach Out If: You require help resolving a discrimination or harassment complaint in the workplace.

Office of Construction Industry Enforcement (OCIE):

What We Do: Enforce construction labor laws and safeguards worker rights and safety.

Reach Out If: You seek guidance on construction labor laws and worker protection regulations.

Office of Health & Safety (OSHA):

What We Do: Provide free safety and health consultation surveys to ensure your workplace meets safety standards.

Reach Out If: You are interested in a free consultation to identify and mitigate workplace hazards.

Office of Wage & Hour (OWH):

What We Do: Enforce wage and labor laws, ensuring fair employment practices.

Reach Out If: You have questions about compliance with wage and hour laws or need assistance with wage-related issues.

Office of Workers' Compensation (OWC):

What We Do: Manage workers' compensation laws and regulations.

Reach Out If: You need guidance after an employee is injured on the job.

Each office is here to help you protect your workforce and follow legal standards, promoting a safe and respectful working environment.

Myths regarding IA services

Common Misconceptions

Even though the Division of Industrial Affairs offers many services to Delaware's employers, some misunderstandings about what we do still exist:

Myth: The Division of Industrial Affairs will report workers to U.S. Immigration and Customs Enforcement (ICE).

Reality: Our primary role is worker protection and compliance, not immigration enforcement.

Myth: Using Division of Industrial Affairs services is the same as inviting the Occupational Safety and Health Administration (OSHA) for an inspection.

Reality: While we ensure safety and compliance through practice walkthroughs, we are not like OSHA and do not conduct enforcement inspections.

Myth: The Division of Industrial Affairs can provide legal advice to employers.

Reality: The Office of Anti-Discrimination assists through the Antidiscrimination Administrative Process but is not authorized to provide legal advice.

Myth: Engaging with the Office of Safety & Health Consultation risks automatic reporting to OSHA.

Reality: Information shared, including unsafe conditions, is not reported to OSHA enforcement staff.

Myth: Seeking help from the Division of Industrial Affairs offices will lead to public disclosure of your company information.

Reality: We prioritize confidentiality; no business details or identified issues are disclosed publicly without your consent.