



Workforce Solutions East Texas Customer Rights and Complaint Resolution Procedure and Customer Complaint Form

Participating in workforce services administered by the Texas Workforce Commission (Commission) or Workforce Solutions East Texas Board (Board) grants you the right to file a complaint regarding your workforce services. These rights are guaranteed through the Commission’s complaints, hearings and appeals procedures* at 40 TAC, Chapter 823. *This complaint process does not pertain to matters alleging violations of nondiscrimination or equal opportunity requirements under the Workforce Innovation and Opportunity Act (WIOA) or matters governing job service-related complaints.

The Complaint Process:

What is a complaint?

A complaint is a written statement alleging a violation of any law, regulation, or rule relating to any federal- or state-funded workforce service. If you have received an adverse action or want to file a formal complaint about workforce services, you are first encouraged to discuss the adverse action or complaint with Texas Workforce Center staff where the complaint originated.

Who may file a complaint?

- Texas Workforce Center customers – Individuals who have applied for or are eligible to receive federal- or state-funded workforce funded services administered by the Commission or the Board. **These services include Child Care; Temporary Assistance for Needy Families Choices; Supplemental Nutrition Assistance Program Employment & Training; WIOA Adult, Dislocated Worker, Youth; Non-Custodial Parent; and, Eligible Training Providers receiving WIOA funds or other funds for training services.**
- Other interested parties affected by the Texas workforce system, including sub-recipients. These individuals may be child care or other service providers that have a received a written statement issued by the Board, a Texas Workforce Center, or the Agency relating to an adverse action, or a provider or contractor, related to denial or termination of eligibility, under programs administered by the Agency or the Board.
- Previously employed individuals who believe they have been displaced by a Texas Workforce Center customer participating in work-based services such as subsidized employment, work experience, or workfare.

How do I file a complaint?

- Complaints must be in writing using the attached complaint form.
- Complaints must be filed within 180 days of the alleged violation.
- Complaints must be mailed to:
 - Hearing Officer
 - Workforce Solutions East Texas
 - 3800 Stone Rd.
 - Kilgore, TX 75662

Board complaint procedures are available upon request.

How will the complaint be resolved?

- You will be given the opportunity for an informal resolution to resolve any disputes resulting from either a complaint or an appeal to a determination. An example of an informal resolution may include:
 - Meeting with your immediate case worker to seek a resolution;
 - Meeting with a Texas Workforce Center manager or designated Board staff for a more in-depth discussion related to the circumstances of the complaint and to discuss how the complaint may be resolved;
- If you are not satisfied with the outcome of the informal resolution, you have the right to file a complaint and to have the opportunity for a Board hearing with the Workforce Solutions East Texas Board at: 3800 Stone Rd, Kilgore, Texas 75662.
- Once a complaint is filed with the Board, you will be notified in writing of a Board hearing at least (10) ten calendar days prior to the hearing date. The ten-day notice may be shortened with prior written consent of the parties involved.
- A Board decision will be issued within 60 calendar days from the date the complaint is originally filed.

If you do not agree with the decision issued by the Board or if no decision is mailed within 60 calendar days from the date the complaint was originally filed, you may file a written appeal to the Commission. The appeal must be sent within 14 calendar days after the mailing date of the Board’s decision or 90 calendar days after the original filing date of the complaint. Appeals to the Commission are mailed to:

Appeals, Texas Workforce Commission
101 East 15th St., Room 410
Austin, Texas 78778-0001

Please do not sign this notice until you have read it and understand its contents.

This is to certify that I have read the Customer Rights and Complaint Resolution Procedure and Customer Complaint Form and that I have been given the opportunity to ask questions about its contents. By my signature below, I acknowledge that I have received a copy of the aforementioned form.

Applicant Signature

Print Full Name

Date

Workforce Solutions East TX is an Equal Opportunity Employer/Program.
Auxiliary Aids and Services are available, upon request, to individuals with disabilities.
Relay Texas: 1-800-735-2989 (TTY); 1-800-735-2988 (Voice); 1-800-662-4954 (Espanol)

Workforce Soluciones de East TX es un programa de oportunidades de igualdad de empleo.
Ayudantes auxiliares y servicios estan disponibles a peticion para individuos con incapacidades.
Relay Texas: 1-800-735-2989 (TTY); 1-800-735-2988 (Voz); 1-800-662-4954 (Espanol)



Workforce Solutions East Texas
Customer Rights and Complaint Resolution Procedure and Customer Complaint Form

Complainant (person filing the complaint)

*NAME (PERSON AND/OR BUSINESS)
E-MAIL ADDRESS
*MAILING ADDRESS
HOME PHONE #
*CITY/STATE *ZIP CODE WORK PHONE #
CELL PHONE #

Complaint Filed Against:

*NAME (PERSON AND/OR BUSINESS)
E-MAIL ADDRESS
*MAILING ADDRESS
HOME PHONE #
*CITY/STATE *ZIP CODE WORK PHONE #
CELL PHONE #

*Required Information

Provide a clear and brief statement of the facts, including relevant dates and any known violation of law, regulations, or rules related to any federal- or state-funded workforce service. If additional space is needed, you may use the reverse side of this form or attach a separate statement of no more than 5 pages.

The above information is true and correct to the best of my knowledge.

Signature of Complainant

Date

FOR OFFICIAL USE
Individual Receiving Complaint: Title:
City: Telephone:
Date complaint was received: Action Taken:

This complaint process does not pertain to matters alleging violations of nondiscrimination or equal opportunity requirements under WIOA or matters governing job service-related complaints.

This document contains vital information about requirements, rights, determinations, and/or responsibilities for accessing workforce system services. Language services, including the interpretation/translation of this document, are available free of charge upon request. Este documento contiene información importante sobre los requisitos, los derechos, las determinaciones y las responsabilidades del acceso a los servicios del sistema de la fuerza laboral. Hay disponibles servicios de idioma, incluida la interpretación y la traducción de documentos, sin ningún costo y a solicitud.

Workforce Solutions East TX is an Equal Opportunity Employer/Program. Auxiliary Aids and Services are available, upon request, to individuals with disabilities. Relay Texas: 1-800-735-2989 (TTY); 1-800-735-2988 (Voice); 1-800-662-4954 (Español)

Workforce Soluciones de East TX es un programa de oportunidades de igualdad de empleo. Ayudantes auxiliares y servicios están disponibles a petición para individuos con incapacidades. Relay Texas: 1-800-735-2989 (TTY); 1-800-735-2988 (Voz); 1-800-662-4954 (Español)