



A proud partner of the AmericanJobCenter network

ORIENTATION TO COMPLAINT PROCEDURE

This workforce center offers many federal programs funded by multiple agencies through the Texas Workforce Commission. The Workforce Solutions Rural Capital Area (WSRCA) has procedures to resolve any complaint about services delivered in any of our centers by our Contractors and partners. If you have a complaint concerning the WIOA or other program, you may submit your **written** complaint to the designated workforce center staff within 180 days of the date of occurrence. The designated workforce center staff is trained to help you write a complaint if assistance is needed. It is your right to file a complaint under these procedures and you cannot be penalized in any way for filing a complaint. While complaint processes for customer service problems, appeals, program grievance, and Equal Opportunity violations have slightly different procedures, we will make sure you know the correct process once you report to us, your desire to file a written complaint. Of course, you always have the opportunity to express your grievance informally with a workforce center staff before a written complaint is filed. We encourage you to try to resolve your issues informally first.

If your complaint is not resolved informally, a written complaint will be necessary. After your complaint has been received, workforce center staff will notify you in writing of the next step in the complaint procedure. As long as you wish to pursue your complaint, staff will follow the steps described in the Complaint Procedure. Remember that at any stage of the Complaint Procedure, it is our job to assist you with any problem you may have in pursuing your complaint. **If you have questions about the operation of the Complaint Procedure at the workforce center level and you feel that the designated staff is not providing you with enough help, you may contact the WSRCA or the Texas Workforce Commission directly at the address below:**

Workforce Solutions Rural Capital Area
Attention: Complaints
701 E. Whitestone Blvd., Suite 200
Cedar Park, Texas 78613
Complaint Coordinator
(512) 244-7966

Texas Workforce Commission
Administration Division
Equal Opportunity Department
101 East 15th Street, Room 504
Austin, Texas 78778-0001
(512) 463-2400
Voice and TDD/TDY Relay: 711

Equal Opportunity Is the Law

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases: against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Workforce Innovation and Opportunity Act, on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIOA financially assisted program or activity.

An orientation to complaint procedures for the above types of equal opportunity violations will also be provided. You will be asked to sign the acknowledgement and a copy will be provided to you. If you have any questions, please ask center staff for assistance. You will also receive a copy of *How To File A Complaint?*

Workforce Center Customer

This is to certify that I have read the "Orientation to Complaint Procedure" and that I have been given the opportunity to ask questions about its contents.

Signature

Printed Name

Date

The Texas Workforce Commission in partnership with 28 local workforce development boards forms Texas Workforce Solutions