

CUSTOMER APPEAL



As a Workforce Solutions customer, you have the right to appeal unfavorable decisions made by Workforce Solutions staff that deny or limit support services, training, or education opportunities. You may appeal these decisions by completing this form and mailing it or faxing it to the address or fax number provided below.

Your right to appeal a decision ends 14 calendar days from the date you were informed of the unfavorable decision. If we do not receive this form within 14 days of that notification, you lose your right to appeal.

Appeals
Workforce Solutions Rural Capital Area
701 East Whitestone Blvd., Suite 200
Cedar Park, TX 78613
Fax Number: 512-244-9023

Name:

Preferred Method of Communication: Email Telephone

Email:

Telephone:

Disputed Action and Desired Resolution: (Please describe the decision in detail, including the date. You may attach additional pages or any supporting documentation or additional information that you deem relevant to the appeal.)

Upon receipt of this appeal, we will notify you to explain the appeal process. If your appeal cannot be resolved informally, a formal hearing will be scheduled upon your request. If you choose to have a formal appeal hearing, you have the right to have a hearing representative present, including legal counsel. If the WSRCA conducts an appeal hearing and you are not satisfied with the results, you will be offered an opportunity to further appeal the decision to the Texas Workforce Commission.

Signature of Appellant

Date

If you need special accommodation to participate in a formal hearing conducted via the telephone, or need communication to be in a language other than English, please check this box.

The Texas Workforce Commission in partnership with 28 local workforce development boards forms Texas Workforce Solutions. Workforce Solutions Rural Capital Area is an Equal Opportunity Employer/Program. Auxiliary Aids and Services are available upon request to individuals with disabilities. Relay TX: 711 or 1-800-735-2988 (Voice) or 1-800-735-2989 (TDD)