



## Education and Training Vendor Complaint Process

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Customers may file complaints, at any time, about a Workforce Solutions education or training vendor. We ask that all complaints be submitted in writing and, at a minimum, include the following information:

- The name of the vendor, physical and mailing address, telephone number
- The name of the educational program or service received from the vendor
- Contact information – phone number and mailing address – of the person filing the complaint
- A detailed description of the problem or issue; the reason for the complaint

Mail or email your correspondence to:

Dana Green, Workforce Solutions – Financial Aid Payment Office, P.O. Box 741361,  
Houston, Texas 77274-1361; [dana.green@wrksolutions.com](mailto:dana.green@wrksolutions.com).

We will send a letter to the vendor, within 5 business days of receiving a complaint, notifying them we have received a complaint and outline our investigation.

We will investigate all complaints and may visit the vendor's school or office, conference with the vendor and involved parties, or interview other students or customers.

We will complete investigations promptly. We will send a letter to the vendor, within 45 days of receiving the complaint, telling the vendor the outcome of our investigation. The letter will include:

- A description of what we discovered during the investigation
- Any actions the vendor had taken in the interim to address the complaint
- Recommendations for resolving the complaint
- Whether or not we will remove the vendor from our approved vendor list
- The length of time the vendor must wait to re-apply (if applicable)
- A description of our appeals process

We may remove a vendor and its approved programs from our approved vendor list for any of the following reasons:

- The vendor submitted false or fraudulent information on an application;
- The vendor that provides an education or training service changes its physical location and does not tell us;
- The vendor is no longer in compliance with standards set by its regulatory or accrediting organization;
- The vendor does not renew its application timely;
- The vendor does not submit information or documents we have requested;
- The vendor does not meet performance standards;

- We receive three (3) separate complaints within a six-month time period concerning the quality of education or training (including hours of instruction, instructors, books, equipment, etc.);
- We remove an occupation from the set of High-Skill, High-Growth Occupations, which causes the removal of a vendor's training program;
- We determine a vendor's career training program does not directly prepare a student for employment in an occupation on our High-Skill, High-Growth Occupations list as described originally by the vendor;
- We determine a vendor's career advancement training program does not help students gain essential skills or credentials related to occupations on our High-Skill, High-Growth Occupations list as described originally by the vendor; or
- We find that a vendor and/or its program(s) are operating in a particularly harmful, offensive, discriminatory, illegal or otherwise egregious, inappropriate manner.

We will remove a vendor from our approved vendor list for a period of at least 6 months although we may specify a longer period of time. During this time, we will not list the vendor on our approved vendor list, and will not authorize payment to the vendor.

Vendors may re-apply by:

- Submitting a new application;
- Providing evidence that the problem(s) which caused the vendor to be removed have been resolved; and
- Allowing Workforce Solutions staff to do an on-site visit and review.

Vendors that are removed from the approved vendor list may appeal our decision.

- Send us a written request no later than 30 calendar days after receiving our letter that we will remove the vendor from our approved vendor list.
- In the request, provide a detailed explanation of why the vendor believes it should not be removed including any resolution of a complaint that caused the removal
- Send the request to Victoria Ordonez, P.O. Box 22777, Houston, Texas 77227-2777
- We will appoint an impartial hearing officer to consider the vendor's appeal and make a final decision. We will provide written notice of our final decision within 14 calendar days after receiving the appeal.

We will track all complaints and the results of our investigations. We will provide information about complaints to regulatory and licensing organizations that may govern vendors. We may work with regulatory and licensing organizations to investigate complaints.