



# RESPECTING YOUR RIGHTS IS PART OF OUR JOB

**Workforce Solutions is here to provide you with useful, easy-to-access services which result in a successful job search or career transition. Assuring equal opportunity in every program, service and benefit is essential to fulfilling our mission.**

Our goal is to ensure that all of our customers feel comfortable and safe at our offices. However, if you find something unsatisfactory about the services at one of our locations, we encourage you to promptly inform the Workforce Solutions office manager. The manager will discuss the matter with you and take the measures necessary in order to reach an amicable solution.

If – after meeting with the manager – you are still dissatisfied with our service, please call our main office at **713.993.4539** and ask to speak with a customer service representative, or email us through the Contact Us page on the Workforce Solutions website at [www.wrksolutions.com](http://www.wrksolutions.com).

If we are unable to resolve the problem for you, please use the attached form to file a written complaint. Complete the form and mail it, or fax it to:

**Workforce Solutions  
Customer Service Representative**  
P.O. Box 22777  
Houston, TX 77227-2777  
Fax: 713.993.4578

We will contact you with more information after we have received your written comment or complaint.



If you find something unsatisfactory about the services at one of our locations, we encourage you to promptly inform the Workforce Solutions office manager. The manager will discuss the matter with you and take the measures necessary in order to reach an amicable solution.

Workforce Solutions, as a recipient of federal financial assistance, is prohibited from discriminating 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 funded under Title I of the Workforce Innovation & Opportunity Act (WIOA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his/her participation in any WIOA Title I financially assisted program or activity.

If you feel that you have been subjected to discrimination under a WIOA Title I financially assisted program or activity, you may file a complaint with the Board Equal Opportunity Officer:

**Gulf Coast Workforce Board Equal Opportunity Officer  
Bobi Cook**  
P.O. Box 22777  
Houston, TX 77227-2777  
Phone: 713.627.3200  
Fax: 713.993.4578

You may also contact:  
**TWC EO Officer  
Boone Fields**  
101 E. 15th Street, Room 556A  
Austin, TX 78778  
Phone: 512.463.2400  
Fax: 512.463.2444

If you receive Temporary Assistance for Needy Families (TANF) or Financial Aid for Child Care, you may contact:

**Office for Civil Rights  
U.S. Department of Health and Human Services**  
1301 Young Street, Suite 1169  
Dallas, TX 75202  
Phone: 800.368.1019 or 214.767.4056

If you receive SNAP, you may contact:

**U.S. Department of Agriculture Office of Adjudication**  
1400 Independence Avenue SW  
Washington, D.C. 20250  
Phone: 202.260.1026 or 866.632.9992

## CUSTOMER COMPLAINT FORM

Date of occurrence \_\_\_\_\_

Office visited \_\_\_\_\_

### Customer Information

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone number \_\_\_\_\_

Email \_\_\_\_\_

Signature \_\_\_\_\_

### Nature of Complaint

State your concerns below. Use back side if needed.

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**Workforce Solutions**

[www.wrksolutions.com](http://www.wrksolutions.com) 1.888.469.JOBS (5627)