Workforce Solutions

Workforce Solutions is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

Relay Texas Numbers:
7-1-1
1-800-735-2989 (TDD)
1-800-735-2988 (voice)

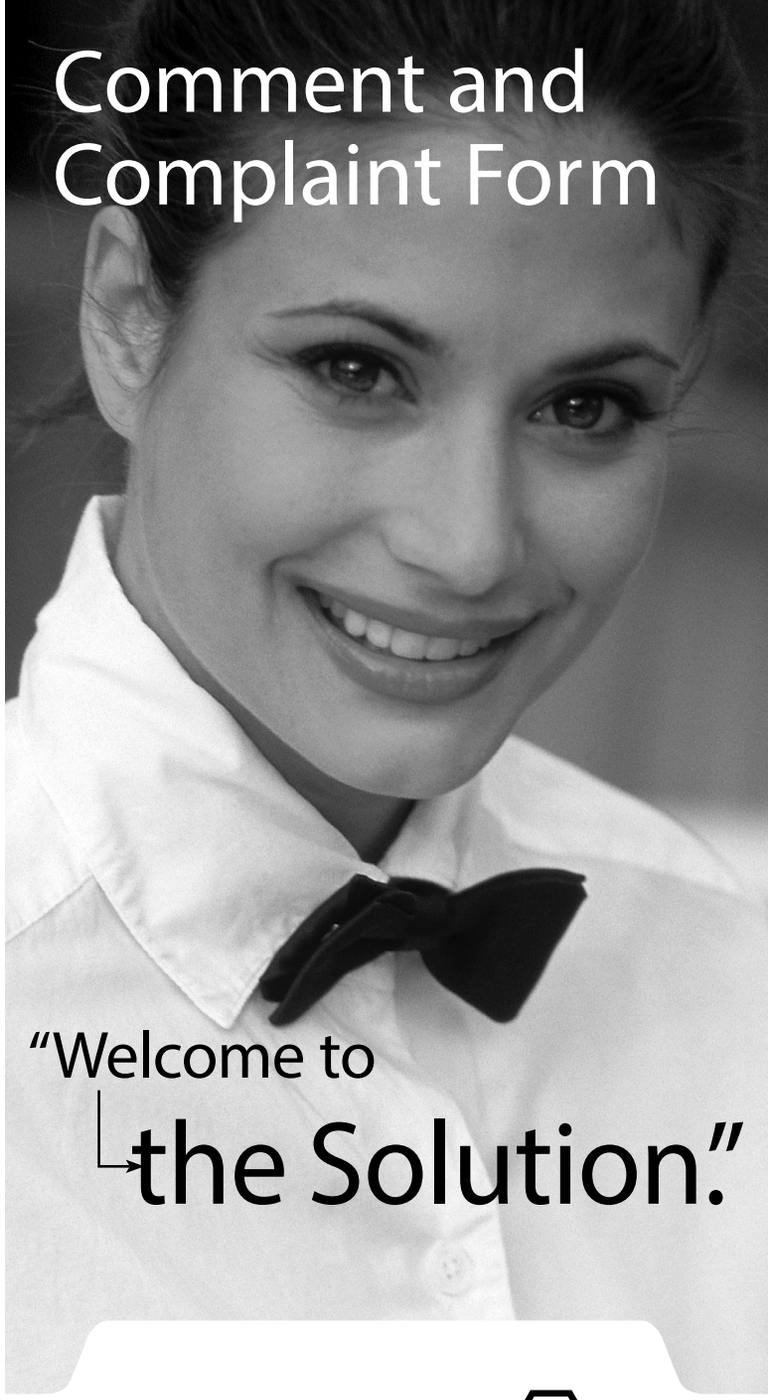
Workforce Solutions

1-888-469-JOBS (5627)

wrksolutions.com

262-CF-E

Comment and Complaint Form



"Welcome to the Solution."

Workforce Solutions

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.

If you find something unsatisfactory about the services at one of our locations, we urge you to promptly inform the Workforce Solutions office manager. The manager will discuss the matter with you and take any 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 e-mail us through Workforce Solutions Web site at wrksolutions.com and "Contact Us."

If we are unable to resolve the problem with you, please use the attached form to file a written complaint. Fill out 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 concern or complaint.

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 Inovation & 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-1 financially assisted program or activity, you may file a complaint with the following 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

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 St., Room 1169
Dallas, TX 75202
Phone: 214.767.4056

If you receive SNAP, you may contact
Civil Rights Office
U.S. Department of Agriculture
1100 Commerce St.
Dallas, TX 75242
Phone: 214.290.9820

You may also contact:
Boone Fields, TWC EO Officer
101 E. 15th Street, Rm. 242-T
Austin, TX 78778
Phone: 512.463.2400
Fax: 512.463.2444

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

Customer Complaint Form

Date of Complaint _____

Customer Information

Name _____

Address _____

_____

City _____ State _____ Zip _____

Contact Information

Home telephone number _____

Alternate contact number _____

Customer e-mail _____

Customer Signature _____

Nature of Complaint

State your concerns below. Use back area, if needed.

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1-888-469-JOBS (5627)

wrksolutions.com

Workforce Solutions