Comment and Complaint Form

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)

"Welcome to the Solution."



Workforce Solutions

1-888-469-JOBS (5627) wrksolutions.com



Respecting Your Rights is Part of OUR JOB

Customer Complaint Form

Workforce Solutions is here to provide you with useful, easy-to-access services which result in a successful job search or careertransition. 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 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 WIA 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., Suite 1169 Dallas, TX 75202 Phone: 800.368.1019

If you receive SNAP, you may contact U.S. Department of Agriculture Office of Adjudication 1400 Independence Ave. SW Washington DC, 20250 Phone: 202.260.1026

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



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

Date of Complaint

Name_

Customer Information

