

CUSTOMER INCIDENT REPORT INSTRUCTIONS

Purpose:

To report non-fraud related incidents involving customers .

Procedure:

Answer all numbered questions on the form as completely as possible and attach any relevant documents or physical evidence.

When to Prepare:

To preserve the integrity of the information available, the preparer should complete the form immediately upon becoming aware of reportable circumstances.

Number of Copies:

Prepare an original (for your records).

Transmittal:

Use the addresses below to fax or e-mail the Customer Incident Report to Workforce Board Staff. To maintain confidentiality of the sensitive information contained in the incident report, *all documents must* be encrypted (password protected). Send the password in a separate email. **In no event will the Incident Report be submitted later than 24 hours after occurrence.**

FAX – 713-993-4578

E-Mail – Incidentreports@wrksolutions.com – e-mail text must not contain details of the incident. The incident report and support documents *must* be encrypted (password protected). In subject line enter “Gulf Coast – Customer Incident Report (mm/dd/yy)” .

Workforce Board staff will submit the report to TWC.

Form Retention:

Retain a copy of the report for three years or until it no longer holds any actionable value, whichever is longer.

Detailed Instructions:

Question 3 – Please include a brief description of any media coverage pertaining to the incident and include copies of any relevant material such as newspaper clippings, recordings of televised coverage if available, and Internet links.

Question 5 – Please include a brief summary of any injuries sustained by a customer or any individual involved.

Question 11 – Please include a brief incident summary. The summary should be a clear and concise description of the incident(s). NOTE: attaching case notes or correspondence and noting “see attached” will NOT serve as a summary of the incident.