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| **WS 18-16 Change 2** |
| **Issued: September 2, 2021** |
| **Effective: Immediately** |
| **Basic & Expanded Service** |
| **Expires: Continuing** |

To: All Contractors

From: Mike Temple

Brenda Williams

Subject: Complaint Processing Standards and Guidelines

Purpose

This Issuance revises guidance for processing complaints submitted to Workforce Solutions and replaces WS 18-16 issued May 13, 2021.

Background

Workforce Solutions strives to deliver the highest quality service to our customers, helping Houston-Galveston area employers solve their workforce problems and area residents build careers so that both can compete in the global economy. To maintain this level of service, staff members’ work exemplifies the principles of good customer service:

* I AM Workforce Solutions to my customer
* I use my customer’s perspective to guide my work
* I understand the resources available throughout our system
* I can always help my customer even when I have to say “no”
* I learn from my mistakes and gain a better understanding of how to help my customer

Workforce Solutions expects staff at all levels to manage their operations so that customer service issues and complaints are resolved as expeditiously as possible as close to the service point as possible.

In any case in which a complaint cannot be resolved to a customer’s satisfaction at the service point, the customer may submit a written complaint for resolution.

All Workforce Solutions staff must assist any customer who requests help in filing a written complaint.

Changes

We have updated our process for requesting Board Reviews. The Financial Aid Support Center will use the appeals@wrksolutions.net email for customers to submit their Request for Review form. We have created a new email for Board Reviews, [board.reviews@wrksolutions.net](mailto:board.reviews@wrksolutions.net). This email will be used to send correspondence to the appellant, and for appellant to send supporting documents for their scheduled review. Vendors will use this email to request a Board Review.

Action

Make sure managers, supervisors and staff are aware of the information in the [Complaint Processing Standards and Guidelines](https://www.wrksolutions.com/Documents/Staff/contractmanagementpp/Complaint-Processing-Standards-and-Guidelines.docx).

* FASC-All denial/termination letters will need to be updated.  Remove the Support Center email and replace with [appeals@wrksolutions.net](mailto:appeals@wrksolutions.net). This email will need to be monitored daily.  Documents from this email will need to be uploaded into DocuWare within one busines day.
* FAPO-All denial/termination letters will need to be updated. Remove the [appeals@wrksolutions.net](mailto:appeals@wrksolutions.net) email and replace with [board.reviews@wrksolutions.net](mailto:board.reviews@wrksolutions.net).  All Fraud Determination reviews should be sent to the new email.

Questions

Staff should ask questions of their supervisors first.

Direct questions for Board staff through the [Submit a Question](http://www.wrksolutions.com/staff-resources/issuances/submit-a-question-issuances-qa) link.