



<b>WS 18-16 Change 2</b>
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To: Career Services  
Employer Engagement  
Financial Aid Support Center  
NextGen Youth

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SUBJECT: Complaint Processing Standards and Guidelines

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## Purpose

This Issuance revises guidance for processing complaints submitted to Workforce Solutions.

## Revisions

WS 18-16 Complaint Processing Standards and Guidelines Change 1 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

## Policy

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.

## Action

1. All Workforce Solutions staff, board and service providers, must be aware of the guidance in the [Complaint Processing Standards and Guidelines](#).
2. Board staff and service provider management must ensure staff responsible for handling complaints are equipped with the necessary knowledge and skills to assist customers in finding a resolution to the issue or concern.
3. Senior management staff are responsible for actively monitoring and ensuring staff adhere to the procedures outlined in this issuance.

## Attachment

- [Complaint Processing Standards and Guidelines](#)

## Questions

Staff should first ask questions of their managers or supervisors. Direct questions for Board staff to [Workforcepolicy@wrksolutions.net](mailto:Workforcepolicy@wrksolutions.net).