



Local Complaint Policy

Register a Complaint

Introduction

The Workforce Solutions of West Central Texas Board (WSWCTB or “Board”) is committed to providing services in a manner that demonstrates professionalism and respect for all customers. To that end, this procedure establishes a process for customers who feel dissatisfied about the services or treatment they receive. A customer is anyone who receives services from the Board or one of its contractors, including but not limited to: job seekers, individuals receiving assistance to attend school or training, employers, child care service providers, and eligible training providers.

Assurances

1. The process for making a complaint is as easy as possible.
2. All complaints will be taken seriously and receive immediate attention. We treat a complaint as a clear expression of dissatisfaction with our service that calls for an immediate response.
3. Complaints will be handled with confidentiality, to the extent allowed by the circumstances of the complaint, legal implications of the action(s) in question, and legal requirements to disclose information pursuant to the Open Records Act and other applicable laws.
4. The Board will seek to address the issue in the most appropriate manner and to the satisfaction of the complainant, where possible.
5. We learn from complaints and use them to improve our service.

How to File a Complaint

1. Complaints of discrimination must be in writing and filed with the Board within 180 calendar days of the incident in question. Policy and customer service complaints may be written or verbal, but must be filed within 30 days of the incident in question. Filing means a complaint must be received before the end of the deadline.
2. The complaint must include the complainant’s name and current mailing address, and a brief statement identifying the facts on which the complaint is based.
3. Customers should file their complaint with the Board’s EO Officer,

Garolyn Jergins
500 Chestnut St., Ste. 1200
Abilene, TX 79602

(325)795-4200
1-800-457-5633
1-800-735-2989 (Relay Texas)
1-800-662-4954 (Relay Spanish Speaking Agent)

4. The complainant will be notified that the complaint was received and will be informed about the next steps in the process.

The Board will provide an opportunity for informal resolution of a complaint, including but not limited to:

- Informal meetings with staff or their supervisors,
- Second reviews of the pertinent documents/information,
- Telephone calls or conference calls to the affected parties,
- In-person interviews with all affected parties, or
- Written explanations or summaries of the laws or regulations involved in the complaint.

Appeal Process

If a final written agreement is reached in the informal resolution process, no further action is necessary. If no informal resolution is reached or the party(ies) chooses not to have an informal resolution process, the Board will conduct hearings to resolve the complaint. The Board will send the party(ies) a decision with the results of the hearing. The decision will be issued by the Board's hearing officer and will include findings of fact and conclusions of law. The decision will also provide information to the party(ies) about appeal rights. If any party disagrees with a timely Board decision, an appeal may be filed with the Texas Workforce Commission (TWC). Appeals of the Board's decision shall be submitted in writing within 14 calendar days after the mailing date of the Board's decision to:

TWC Appeals
Texas Workforce Commission
101 East 15th Street, Room 410
Austin, TX 78778-0001

An appeal to TWC may also be filed if the Board did not issue a decision within 60 calendar days of the date of the filing of the original complaint.