

**Workforce Solutions**

**Complaint Processing Standards and Guidelines**

1. [STANDARD](#_Standard) ……………………………………………... 3
2. [OVERVIEW](#_Overview) …………………………………………….. 3

## [Complaint Process Notification](#_Complaint_Process_Notification)

## [Filing a Complaint](#_Toc512356325)

## [Staff Complaints](#_Staff_Complaints)

## [Complaints Originating at the State or Federal Level](#_Complaints_Originating_at)

## [Board Reviews (Appeals)](#_Board_Reviews_(Appeals))

## [Confidentiality](#_Confidentiality)

## [Retaliation](#_Toc512356329)

## [Record Retention](#_Record_Retention)

1. [INFORMAL COMPLAINTS](#_Processing_Informal_Complaints)………………….……...………. 6
2. [FORMAL COMPLAINTS – CONTRACTORS](#_Processing_Formal_Complaints)……………… 6
3. [FORMAL COMPLAINTS – BOARD LEVEL](#_Processing_Formal_Complaints_1)……................. 7
4. [COMPLAINTS AGAINST A VENDOR](#_Vendor_Complaints)…………..………… 8

## [Complaints Against a Vendor](#_Complaints_Against_a_1)

## [Process for Initiating a Review of Complaints Against a Vendor](#_Process_for_Initiating)

1. [COMPLAINTS FROM A VENDOR](#_Complaints_from_a)……………………….. 11

1. [VENDOR BOARD REVIEWS](#_Vendor_Board_Reviews)  …………………..……….... 12
2. [CHILD CARE & SCHOLARSHIP BOARD REVIEWS](#_Appendix_–_Board)……. 14
3. [Board Reviews Referred from the Financial Aid Support Center](#_Board_Reviews_Referred)
4. [Initial Board Review](#_Initial_Board_Review)

## [Documenting Information for a Board Review](#_Documenting_Information_for)

## [Board Review Process](#_Board_Review_Process)

## [TWC Appeals Process](#_Texas_Workforce_Commission)

1. [DEFINITIONS](#_Definitions)………………………………………………… 19
2. [APPENDIX – Forms & Correspondence…………………](#_Appendix_–Forms_&)…… 20

# **Standard**

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

On occasion, an internal or external customer may feel the service they received fell short of expectations. This standard outlines the process to file a complaint. This process does not apply to handling discrimination complaints; that process can be found in the Equal Opportunity Standards and Guidelines, as well as on the Orientation to Discrimination Complaint form.

We encourage all Workforce Solutions staff to provide consistent customer service and attempt to resolve complaintswithin the confines of Workforce Solutions operating guidelines which include all Board issued requirements such as Contracts, Policies and Procedures, Standards and Guidelines, Issuances, Desk Aids, emails, and trainings.

Board staff, referred to as Board, will encourage complainants who have not spoken to the office manager and/or contractor management to do so; however, complainants may simultaneously file complaints with the office, contractor, Board, and appropriate state or federal agency.

# **Overview**

## Complaint Process Notification

Anyone may initiate a complaint for any reason, any time he or she is dissatisfied with Workforce Solutions’ service.

Workforce Solutions’ website gives information about how to file a complaint. During orientations that inform customers, employees, contractors, vendors, partners, and/or the public of Workforce Solutions’ service, staff will include a discussion of the right to file a complaint and the process to follow, including how to access the *Workforce Solutions Complaint Form*.

Inquiries, whether verbal or written, will **not** be treated as complaints. Inquiries include any verbal or written request for information including but not limited to status updates (such as the status of an application or position on the wait list), identifying what services are available, identifying where services can be accessed, and relaying how to update and/or access specific information. An inquiry may become a complaint when it is either escalated to management or cannot be resolved the same day.

## Filing a Complaint

Complaints may come from any of the following individuals or groups:

* Individuals
* Employers
* Staff
* Contractors
* Partners
* Vendors

Complainants may make an informal complaint either in person or over the telephone. An informal complaint is any internal or external customer service issue that is conveyed verbally. **Complaints initiated verbally that staff relay to appropriate parties via email will still be considered informal**.

A formal complaint is any internal customer service issue that is submitted in writing by a customer. Customers must submit formal complaints in writing via:

* In person using the [**Workforce Solutions Complaint Form**](https://www.wrksolutions.com/Documents/Staff/EEO/Complaint-Form-E-0218.pdf)[**(Spanish)**](https://www.wrksolutions.com/Documents/Staff/EEO/Complaint-Form-S-0218.pdf)
* Through mail, email, or fax
* Online through “Contact Us” at [**www.wrksolutions.com**](http://www.wrksolutions.com)

Complainants may send us formal complaints using the Workforce Solutions Complaint form or their own letters, notes, or memos.

## Staff Complaints

The Board will refer staff complaints related to unfair treatment, working hours and conditions, or other similar topics to be addressed by the contractor who employs those staff.

The Board will investigate staff complaints about how an office is being operated or the level of internal/external customer service.

## Complaints Originating at the State or Federal Level

The Board usually receives complaints from a state or federal agency. These complaints typically have a 24 to 48-hour reporting requirement and should be addressed immediately.

## Board Reviews (Appeals)

All parties participating in the Workforce Solutions’ system have the right to appeal a decision made regarding complaint or determination. Appeals will be referred to and conducted as a Board Review. Review types include:

* *Missing/Incomplete Information* – additional documents needed from customer to complete application.
* *Non-payment of Parent Share of Cost* – customer fails to pay parent share of cost to daycare facility.
* *Attendance* – customer exceeded the allowed 40 absences in eligibility period.
* *Over Income* – customer doesn’t qualify due to being over the initial or sustaining income guidelines.
* *Failure to return from activity interruption* – customers who are given 90 days due to employment, training, and or homelessness to submit required documentation by deadline.
* *15 Day Closure* – customer fail to respond to redetermination letter by deadline.
* *TWC Appeals* – customers disagree with decision was made by our board and have appealed with TWC

## Confidentiality

During the investigation of a complaint, Workforce Solutions staff will keep personal information confidential when possible. Do not use specific names of individuals when using a complaint for training purposes.

## Retaliation

Workforce Solutions will take every effort to protect individuals who file complaints and those that take part in an investigation from retaliation.

## Record Retention

Contractors will keep all logs and records relating to formal complaints for at least three 3 years from the complaint resolution date.

# **Informal Complaints**

Staff will address informal complaints from or about customers, employers, staff, contractors, vendors, and partners in the Workforce Solutions’ system immediately. Staff should listen to the concern, apologize for the unpleasant experience, and attempt to resolve the situation to the complainant’s satisfaction.

Staff will use the Workforce Solutions operating guidelines, which include all Board issued requirements such as Contracts, Policies and Procedures, Standards and Guidelines, Issuances, Desk Aids, emails, trainings, and support from higher management offer a solution. If applicable, steps taken should be documented in TWIST or other appropriate MIS.

If the complainant is not satisfied with the resolution, offer him or her the opportunity to send a formal complaint in writing. **The complaint must be written by the customer and staff should not write the complaint for the customer unless a reasonable accommodation request is made.**

# **Formal Complaints – Contractors**

Contractors must have a written process in place detailing how they will handle complaints, including those related to a denial, reduction, or termination of service; those about an employer, vendor, or other partnering agency; and those from staff. This process must include the following at a minimum:

* Immediately notifying appropriate Board staff of complaints received from outside sources such as government officials and educational institutions.
* Designating a representative of the contractor management team to be contacted when the complainant prefers not to interact with the office/program manager.
* Attempting to resolve the situation to the complainant’s satisfaction, within the confines of Workforce Solutions operating guidelines which include all Board issued requirements such as Contracts, Policies and Procedures, Standards and Guidelines, Issuances, Desk Aids, emails, and trainings.
* Providing an initial response to the complainant within two business days of receiving the complaint that the complaint has been received and is being reviewed. [(Sample of Initial Response)](#_Initial_Response_–)
* Providing the complainant with a resolution within 5 business days of receiving the complaint.
  + Resolution notification must inform the complainant of the process to submit a request for Board review if they are not satisfied with the resolution.
* The written process must include the steps to take when a complaint can’t be resolved due to the inability to reach the complainant; including the number of contact attempts and types that are required.
* Documenting any exception where the complaint can’t be resolved within 5 days and providing a status update to the customer and Board staff.
* Documenting resolutions in TWIST counselor notes, or other appropriate MIS, if the complainant is a customer.
* Tracking and logging all formal complaints and Board reviews on the customer service complaint log, including those that are sent to the contractor via Board staff.
* Analyzing complaints to implement systemic fixes for repeat issues.

# **Formal Complaints – Board Level**

The Board will process formal complaints **that have exhausted lower-level resolution and** received at the Board level via[**board.reviews@wrksolutions.net**](mailto:board.reviews@wrksolutions.net)**.**

**The Board will use the** following steps.

1. Document the details surrounding the complaint.
2. The Board will contact appropriate staff/ partners to conduct an interview or gather information regarding the complaint. Unless documented otherwise, contractors must respond to the Board within five working days of receiving the complaint from the Board.
3. The contractor will provide information to the Board to support the decision that was made. The Board will review the response and determine if the action taken was appropriate. If based on the response Board staff determines the contractor acted inappropriately or failed to provide service a correction action may be required.
4. The board will work with appropriate staff to develop a corrective action plan, inform stakeholders, implement solutions, and follow up with the complainant.
5. When appropriate, a final resolution notice will be sent to the complainant.
6. Record all formal complaints on the customer service complaint log in SharePoint; complaints must be tracked and recorded all the way through resolution.

# **Complaints Against a Vendor**

Workforce Solutions will review complaints about a vendor following the following vendor complaint process. All vendor related complaints must be submitted in writing.

## Complaints Against a Vendor

Workforce Solutions’ website gives information about how to file a complaint.  During orientations that inform customers, employees, contractors, vendors, partners, and/or the public of Workforce Solutions’ service, staff will include a discussion of the right to file a complaint and the process to follow, including how to access the Workforce Solutions Complaint Form.

Customers may file complaints, at any time, about a Workforce Solutions education or training vendor. All complaints **must** be submitted in writing and, at a minimum, include the following information:

* The name of the vendor, physical and mailing address, telephone number
* The name of the educational program or service received from the vendor
* Contact information – phone number and mailing address – of the person filing the complaint
* A detailed description of the problem or issue; the reason for the complaint

Customers may mail or email correspondence to:

Complaint – Financial Aid Payment Office, P.O. Box 741361, Houston, Texas 77274-1361; or email [wfvendor@wrksolutions.com](mailto:wfvendor@wrksolutions.com) with a subject line **“Complaint”**.

When a customer submits a complaint, Workforce Solutions Payment Office staff must take the following actions:

* Gather information and work to resolve all complaints within 5 days.
* Notify Board contract manager of any complaints against a vendor upon receipt. The contractor will work collaboratively with the Board regarding next steps and inform the Board contract manager of the decision prior to contacting the vendor.
* Send a letter to the vendor within 5 business days of receiving the complaint, notifying them that we received the complaint and outline next steps.
* Send a letter to the vendor with the outcome of the investigation within 30 days.
* Notify the customer regarding the outcome of the investigation

## Process for Initiating a Review of Complaints Against a Vendor

The Payment Office will notify the Board contract manager of any complaints against a vendor and will work collaboratively with the Board staff to determine next steps. The Payment Office will schedule a meeting or/and send a letter to the vendor, within 5 business days of receiving a complaint, notifying them we have received a complaint and outline our next steps.

The Payment Office will review all complaints and may visit the vendor’s school or office, conference with the vendor and involved parties, or interview other students or customers.

Once reviews are complete, the contractor will:

* + Provide a written document of the review, with a recommendation to Board staff
  + Meet with Board staff to discuss next steps.
    - Notify the vendor, within 30 days of receiving the complaint, telling the vendor the outcome of our investigation. The letter will include:
* A description of what we discovered during the investigation
* Any actions the vendor had taken in the interim to address the complaint
* Recommendations for resolving the complaint
* **A decision to allow to remain/remove a vendor from our approved vendor list**
* The length of time the vendor must wait to re-apply (if applicable)
* A description of our Board review process
* Notify the complainant of the resolution

A vendor and any of its approved programs may be removed from the approved vendor list for any of the following reasons:

* The vendor submitted false or fraudulent information on an application
* The vendor that provides an education or training service changes its physical location and does not inform us
* The vendor is no longer in compliance with standards set by its regulatory or accrediting organization
* The vendor does not renew its application timely
* The vendor does not submit information or documents we have requested
* The vendor does not meet performance standards

We received two (2) separate complaints submitted in writing within a six-month period concerning the quality of education or training (including hours of instruction, instructors, books, equipment, etc.):

* We remove an occupation from the set of High-Skill, High-Growth Occupations, which causes the removal of a vendor’s training program
* We determine a vendor’s career training program does not directly prepare a student for employment in an occupation on our High-Skill, High-Growth Occupations list as described originally by the vendor
* We determine a vendor’s career advancement training program does not help students gain essential skills or credentials related to occupations on our High-Skill, High-Growth Occupations list as described originally by the vendor or
* We find that a vendor and/or its program(s) are operating in a particularly harmful, offensive, discriminatory, illegal, or otherwise egregious, inappropriate manner.

We will remove a vendor from our approved vendor list for a period of at least 12 months, although we may specify a longer period. During this time, we will not list the vendor on our approved vendor list and will not authorize payment to the vendor.

Vendors may re-apply by:

* Submitting a new application
* Providing evidence that the problem(s) which caused the vendor to be removed have been resolved; and
* Allowing Workforce Solutions staff to do an on-site visit and review.

Vendors that are removed from the approved vendor list may request a Board Review of our decision. To request a review:

* Send a written request no later than 14 calendar days after receiving our letter that we will remove the vendor from our approved vendor list.
* In the request, provide a detailed explanation of why the vendor believes it should not be removed including any resolution of a complaint that caused the removal
* Send the request to email: [**board.reviews@wrksolutions.net**](mailto:board.reviews@wrksolutions.net) or mail: Board Review-Workforce Solutions, P.O. Box 22777, Houston, Texas 77227-2777, fax: 713-993-4578

We will appoint a Board Adjudicator to consider the vendor’s request for review and make a final decision. We will provide written notice of our final decision within 14 calendar days after receiving the request.

We will track all complaints and the results of our investigations. We will provide information about complaints to regulatory and licensing organizations that may govern vendors. We may work with regulatory and licensing organizations to investigate complaints.

# **Complaints from a Vendor**

Workforce Solutions’ website and the vendor portal gives information about how to file a complaint. During orientations that inform customers, employees, contractors, vendors, partners, and/or the public of Workforce Solutions’ service, staff will include information of the right to file a complaint and the process to follow.

Vendors may file complaints, for any reason, at any time regarding dissatisfaction with Workforce Solutions’ service. Vendors include organizations and individuals approved in the Workforce Solutions Vendor Network, which include career education and training programs, career advancement training programs, basic still training programs, work and education support vendors, and childcare vendors. We ask that all complaints be submitted in writing and, at a minimum, include the following information:

* The name of the vendor, physical and mailing address, telephone number
* The type of service provided (Training or Child Care)
* Name of the person filing the complaint, phone number and email or mailing address
* A detailed description of the problem or issue; date of occurrence; the reason for the complaint and individuals involved

Vendors may mail or email correspondence to:

Complaint – Financial Aid Payment Office, P.O. Box 741361, Houston, Texas 77274-1361; or email [wfvendor@wrksolutions.com](mailto:wfvendor@wrksolutions.com) with a subject line ‘Complaint”

When a vendor submits a complaint, Workforce Solutions staff will take the following actions:

* The Board contract manager must be notified of any complaints from a vendor upon receipt. The Payment Office will work collaboratively with the Board regarding next steps.
* A member of management will investigate and work to resolve all complaints within 5 business days of receiving the complaint.

A vendor may request a Board review of the decision with the Board if they are not in agreement with the Financial Aid Payment Office.

# **Vendor Board Reviews**

A vendor may receive a determination from the Financial Aid Payment Office. If a vendor does not agree with the determination, they may request a Board Review requesting a review with the Board.

A vendor may request a review of a denial, removal of the vendor, or removal of one of the vendor’s programs from the approved vendor network. Other types of reviews may include recoupments, overpayment, underpayment, and service improvement agreement.

Vendors may request a Board Review within 14 days from the decision made regarding the determination. We ask that all reviews be submitted in writing and, at a minimum, include the following information:

* The name of the vendor, physical and mailing address, telephone number
* The name of the contractor or service received
* Contact information – phone number and mailing address – of the person filing the complaint
* A detailed description of the reason for the review and individuals involved

Vendors may email correspondence to**: [board.reviews@wrksolutions.net](mailto:board.reviews@wrksolutions.net)** or mail: Board Reviews-Workforce Solutions, P.O. Box 22777, Houston, Texas 77227-2777, fax: 713-993-4578

* Board staff/board adjudicator will process all appeals pertaining to vendors.

All Board reviews must be submitted in writing within 14 calendar days from the date the decision was made regarding the determination. We will process request for reviews received at the Board level, as a Board Review using the following steps.

1. Upon receipt of a Board review request, Board staff will log the review and request documentation from the Financial Aid Payment Office.
2. Board staff/ Board adjudicator will have 7 business days to send a Board Review notice to the complainant and contractor. The notification letter to the complainant must include:

* Summary of the complaint
* Description of the resolution or next steps
* Schedule of the Board Review

1. The Board Review must be scheduled to take place no later than 30 calendar days following the request.
2. The Board Adjudicator will remain as an impartial hearing officer and will conduct the Board Review on the scheduled date.
3. The Board Adjudicator will have 10 business days to make a decision and mail a copy of the decision letter to the appellant. The letter must include steps on how to appeal the decision to TWC for a formal review.
4. A Board Decision will be completed by the Board Adjudicator, within 60 calendar days of the original filing of the request for review or complaint.

# **Childcare & Scholarship Board Reviews**

## Board Reviews Referred from the Financial Aid Support Center (FASC)

The Board may review cases related to any of the following:

* Eligibility (Over Income)
* Non-payment of Share Cost
* Attendance
* Failure to Return from Activity Interruption
* 15 Day Closures
* Denials for Missing Documentation.

Note: The Board may review request referred from the Financial Aid Payment Office related to fraud cases according to the [Fraud Standards and Guidelines](https://www.wrksolutions.com/Documents/Staff/childcarestand/Identifying-Reporting-Determining-Resolving-Fraud-Waste-Theft-and-Abuse-Standards-and-Guidlines.docx).

Every customer has a right to request a Board review of a decision or determination on their case. All requests must be submitted in writing within 14 days from the date the decision was made regarding the determination. If the designated FASC representative agrees with the reason for denial the documents will be sent to the Board for review.

## Initial Board Review

Request for review received at the Financial Aid Support Center (FASC) are reviewed by a designated staff to determine if it is due to missing, incomplete information or staff eligibility error. All appeals must be reviewed within 5 business days from the date of receipt and labeled ‘***Appeals-ChCare***’ or ‘***Appeals-Scholarship****’* depending on the case type.

1. Missing/Incomplete Information

* When a customer submits a request for review regarding a missing document and returns the missing document by the deadline, a designated representative contacts customer, acknowledges that documents have been received and a Board review is not needed. Staff will then attach the document to the case and an eligibility determination will be made.
* If documentation is not submitted by the customer, a designated representative contacts customer to request incorrect or incomplete documents. In the event the representative is unable to reach the customer, the request for review is sent to the Board Adjudicator using the Board Appeal Log.
* A review is sent to the Board if the customer fails to provide all required missing documents.

1. Staff Eligibility Error

* After a review of the ‘Request for Review’ documents, if a staff error is identified, then the case is returned to the supervisor to work with the staff that made the error for immediate eligibility determination.
* A designated representative contacts customer to inform them of the error and they will receive a follow up call regarding eligibility determination.
* The designated representative enters a TWIST note with subject line ‘**We Agree**’ and mails the ‘**We Agree**’ letter to the customer. *We Agree is when the customer has submitted a request for review and the designated representative agrees with the customer’s request to provide supporting documents to complete the case.*
* In this case, a review does not need to be sent to the Board.

## Documenting Information for Board Review

1. TWIST Counselor Notes to Initiate Board Review

* FASC designated representative will enter a Counselor Note in TWIST with the subject line ‘**Review Submitted’**. The note will need to indicate the documents were submitted to the Board to schedule a review.
* In some instances, a customer is eligible to continue childcare up until a decision on a Board review is being made. It is by customer request only and should have indicated this option on the request for review form. A new referral will be entered for a maximum of 4 weeks and time may be extended until a decision is received.
* FASC Appeal representative will enter the customer’s information on the Board Appeal Log.
* The request for review and all supporting documents will be compiled into one document, saved as, **‘Review for (TWIST ID)’** and uploaded to the Board Appeal Log.

1. Documentation Needed for Board Review

* Missing/Incomplete Information-Review cover letter, all correspondence mailed to customer regarding the denial, TWIST counselor notes pertaining to the denial, and any other supporting document
* Non-Payment of Share of Cost-Review cover letter, TWIST counselor notes, Application used to determine the customer eligibility, and closure letter
* Attendance-Review cover letter, TWIST notes, application used to determine the customer eligibility, correspondence sent to customer, attendance printout from TWIST web
* Over Income-Review cover letter, Application that was denied due to being over income, and check stubs submitted by customer, correspondence sent to customer, and TWIST counselor notes
* Failure to return from activity interruption-Review cover letter, correspondence sent to customer, TWIST counselor notes
* 15 Day Closure- Review cover letter, correspondence sent to customer, TWIST counselor notes, previous application, and parent agreement
* TWC Appeal-Original appeal package that was submit in previously hearing and hearing decision by hearing office

## Board Review Process

The Financial Aid Support Center (FASC) designated representative will enter the customer’s information on the Board Appeal Log. The Board Adjudicator will receive a notification once information has been entered.

1. Before Scheduling a Board Review

* The Board staff will review the log to ensure all items are included and notify FASC of any missing items.
* The Board Adjudicator will schedule the review and send a notice to the FASC designated representative and customer.
* The review notice must be sent via email/US mail within 7 business days to the customer. The notice will be sent from the [board.reviews@wrksolutions.net](mailto:board.reviews@wrksolutions.net) email address with Adjudicator’s contact information.
* The customer should have at least 10 business days from the date of mailing to prepare and provide any additional documentation for the hearing.
* The hearing must be scheduled to take place no later than 30 calendar days following the request.

1. Scheduling the Board Review

* The Board staff will send a calendar invite with the hearing notice attached to the FASC designees. Subject line of calendar invite will be Board Review – Childcare or Financial Aid and TWIST ID.
* FASC designated representative will enter a note in TWIST with subject line ***‘Review Scheduled’.*** The body of note will include date and time of review and name of the Board Adjudicator.
* The review will be conducted via conference call access in Microsoft Teams.
* Parties Needing Special Accommodations
  + A customer may request for sign language interpreters. The Board staff will arrange for a qualified interpreter upon request.
  + The board staff will arrange for translation services or use of the language line for individuals with limited English proficiency.

1. Conducting a Board Review

* The Review will be recorded and saved to the Board Appeal Log in SharePoint.
* The board adjudicator will refer to the ‘Conducting a Board Review’ script and will follow the ‘Board Review Process’.
* After the Board review is conducted, the FASC designated representative will enter a note into TWIST with a subject line of ***‘Review Today’.*** The note will include the review start and end times. The note will also include the statement ‘***Waiting on review decision’***.

1. Review Decision

* Decision must be made within 10 business days of the hearing and be mailed/emailed to the customer using the ‘Board Decision Letter’.
* The decision is sent to the FASC designee to be uploaded in DocuWare and documented in TWIST.
* The FASC will enter a note in TWIST with the subject line ‘**Review Decision**’. The note will include the outcome of the review.
* The FASC will contact the customer for next step if the review was overturned.
* Discontinue childcare and enter recoupment if the review decision was affirmed.

## Texas Workforce Commission Appeals Process

If the customer’s Board Review is affirmed the customer can appeal with Texas Workforce Commission (TWC). The customer has 10 days from the of the Review Decision letter to submit an appeal with TWC. The customer doesn’t agree with the decision that was made by our board, so they are now appealing with TWC.

1. Request for Documents from TWC

* The Board staff will receive an email request for documents from TWC. Once the request is received board staff will contact the designated staff at the Financial Aid Support Center (FASC) to provide copies of the documents.
* Documents must be submitted to the TWC representative within one (1) business day.
* Once TWC representative schedules the appeal hearing an email/letter will be sent with notification of date and time.
* The FASC will be notified of the hearing and TWIST will be documented with subject line ***“Hearing Scheduled”.*** The note will include the appeal date and time.

1. Appeal Hearing

* The day of the appeal hearing, the designated staff from the FASC will call and check-in 30 minutes prior to the appeal hearing start time.
* Once appeal is conducted TWIST should be documented by using the subject title ***“Hearing Today”.*** The note will include the appeal start and end times. The note will also include the statement “***Waiting on appeal decision”***.
* TWC will email/mail the decision to the Board. Once received TWIST will be documented with the subject line of ***“Hearing Decision”***. The note will include the outcome of the appeal.

# Definitions

***Adverse Action***-Any denial or reduction in benefits or services to a party, including displacement from current employment by a workforce center customer.

***Board Review (Appeal)***-A written request for a review filed with the Board by a person in response to a determination or a decision.

***Board Decision***-The written finding issued by a Board Adjudicator following a review before that Adjudicator in response to a request for review or complaint.

***Continuance***-A hearing that is scheduled at the discretion of the Board Adjudicator to review additional evidence that is required to make a decision. Each party will have an opportunity to rebut the new evidence presented at the continuance.

***Determination***-A written statement issued to a workforce center customer by the Board or its Contractor relating to an adverse action, or to a provider or Contractor relating to denial or termination or eligibility under program administered by the Board.

***Discrimination Complaint***-A complaint from a person who believes that either he or she, or any specific class of individuals, has been or is being subjected to discriminations.

# **Appendix –Forms & Correspondence**

Workforce Solutions will notify complainants at appropriate stages during the review process using documents from the following list.

1. Initial Response – Complaint
2. Review A1 – Request for Review
3. Review A2 – Request for Review (With Option to Continue Child Care)

## **Initial Response – Complaint**

DATE

COMPLAINANT NAME

COMPLAINANT ADDRESS

COMPLAINANT CITY, STATE, ZIP

Dear COMPLAINANT:

Workforce Solutions received your written complaint regarding (STATE PROGRAM OR OFFICE) dated (DATE). In your complaint, you raised the following issue(s):

* ISSUE(S)

Management from our \_\_\_\_\_\_\_\_\_\_\_\_ Office will be conducting a review of the complaint received and determining further action.

We will (send you a letter/contact you) within 5 business days of receiving the complaint, providing you with the outcome/resolution of our review.

Sincerely,

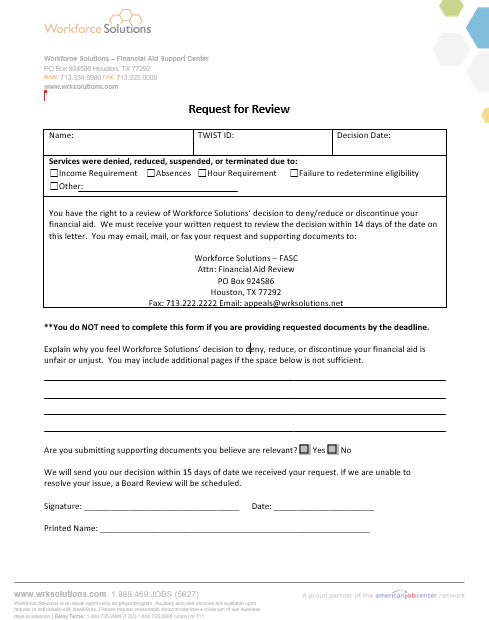
NAME

JOB TITLE

Workforce Solutions

cc:

## **Review A1 – Request for Review**



## **Review A2 – Request for Review (With Option to Continue Child Care)**

