

FILE A COMPLAINT

Employment Service and Employment Related Law Complaint System

IF YOU HAVE A COMPLAINT ABOUT:

- Employment Services at this office, or
- An Employer
 - Any employment-related law, or
 - An employer the Employment Service program referred you to.

Contact the manager or the following Complaint System Representative:

Complaint System Representative Contact Information:

👤 Attention: First and Last Name Sabrina Parras, EO Officer

☎ Telephone: (XXX) XXX-XXXX (713) 627-3200 Extension XX _____

✉ Email Address: sabrina.parras@wrksolutions.net

📮 Mailing Address: P.O. Box 22777
Houston, Texas 77227-2777

Examples:

- | | | |
|------------------------|--|--|
| ✓ Wages | ✓ Employer-Provided
Transportation or Housing | ✓ Discrimination |
| ✓ Working Hours | ✓ Child Labor | ✓ Trafficking |
| ✓ Workplace Crimes | ✓ Pesticides | ✓ Sexual Harassment/
Coercion/Assault |
| ✓ Wrongful Termination | ✓ Health/Safety | ✓ Other |
| ✓ Contract Compliance | | |

*Any individual, employer, organization, association, or other entity can file a complaint.
A complainant may choose an individual to act as their representative.

This Employment Service office can also help you to find other employment, training, and supportive services to obtain food, shelter, clothing, and other necessities.

PROTECTIONS FOR COMPLAINANTS:

- If you make a complaint or give information related to, or assist in, an investigation of a complaint, your identity will be kept confidential to the fullest extent possible under current law and as necessary to determine the complaint fairly.
- Federal laws prohibit employers from retaliating (taking negative actions) against employees who report employment-related complaints. If you experience retaliation from an employer, notify the complaint representative.

If you have any concerns about this complaint process, please contact your State Monitor Advocate:

State Monitor Advocate Name: Horacio Lopez Montes

Email Address: horacio.lopezmontes@twc.texas.gov Telephone: 737-279-3182

*Language assistance is available free of charge.

For information on interpretation and translation services, contact:

Name: Horacio Lopez Montes Telephone: 737-279-3182