



Notice Regarding Complaints and Appeals

If you participate in workforce activities or receive services such as child care administered by the Texas Workforce Commission (Commission) or the Workforce Solutions of West Central Board (Board), you have the right to file a complaint or appeal regarding those services. These rights are guaranteed through the Commission's complaints, hearings, and appeals procedures* at 40 TAC, Chapter 823.

*This complaint process does not pertain to matters alleging violations of nondiscrimination or equal opportunity (EO) requirements under the Workforce Innovation and Opportunity Act (WIOA). Information about EO complaints may be obtained from Workforce Solutions staff or by visiting the [Board's website EO page](#). It also does not apply to across-the-board denials or reductions of benefits to a class of recipients, or to denials/reductions of TANF or SNAP benefits administered by the Texas Department of Health and Human Services.

The Process:

What is a complaint vs. an appeal?

A **complaint** is a written statement alleging a violation of any law, regulation, or rule relating to any federal- or state-funded workforce service. If you want to file a formal complaint about workforce services you are first encouraged to discuss the complaint with Workforce Center staff where the complaint originated. Complaints involve issues such as, but are not limited to: failure to provide priority of service to a Veteran, failure to provide a wage reimbursement for an individual participating in a paid work experience activity, or failure to provide an agreed-upon service or benefit.

An **appeal** is a written request for a review filed with the Board or Commission in response to a determination or decision. A determination is a written statement about an adverse action issued to:

- a Workforce Center customer relating to a denial, reduction, or termination of services, administered by the Board or the Workforce Center, or
- a provider or contractor relating to denial or termination of eligibility under programs administered by the Board.

Determinations involve issues such as: termination of child care services, denial of training sponsorship, a reduction in support services, or a denial of a training provider application.

In short, if you believe you are not receiving services in the manner to which you are legally eligible, you may file a complaint. If you received a written determination that relates to a denial of services for which you applied, or relates to a reduction or termination of services you were receiving, you may file an appeal.

Who may file a complaint or appeal?

- Workforce Center customers – Individuals who have applied for or are eligible to receive federal- or state-funded workforce services administered by the Commission or the Board. These services include but may not be limited to: child care; Temporary Assistance for Needy Families Choices; Supplemental Nutrition Assistance Program Employment & Training; Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth; and Eligible Training Providers receiving WIOA funds or other funds for training services.
- Other interested parties affected by the workforce system, including subrecipients. These individuals may be child care or other service providers* that have a received a written statement issued by the Board, a Workforce Center,

or the Commission relating to an adverse action, or a provider or contractor, related to denial or termination of eligibility, under programs administered by the Commission or the Board.

- Previously employed individuals who believe they have been displaced by a Texas Workforce Center customer participating in work-based services such as subsidized employment, work experience, or workfare.

How do I file a complaint or appeal?

Complaints

- Must be in writing using the Workforce Solutions of West Central Texas [Complaint and Appeal Form](#) (this may be requested from any staff person or may be obtained on the Board's website on the [Public Information](#) page), or may be in some other format that includes all of the following information:
 - The complainant's name (the person who encountered the adverse action)
 - The complainant's current mailing address
 - A brief statement of the alleged violation identifying the facts on which the complaint is based
- Must be filed* within 180 calendar days of the alleged violation.

Appeals

- Must be submitted in writing (the Complaint and Appeal Form may be used or some other format)
- Must be filed* within 14 calendar days of the mailing date of the determination
- Must include the party's name and proper mailing address
- Must include information about the decision they are appealing and the reason for the appeal

*Note: The file date is the postal meter date, the fax transmission date, or, if there is no legible postal meter date, it is the date on the document. Additional guidelines exist to determine the filing date, located at 40 TAC, Chapter 823.3.

Written complaints or appeals may be submitted in person at one of the [Workforce Solutions offices](#), mailed to the Workforce Board Office at 500 Chestnut, Ste. 1200, Abilene, TX, 79602, or emailed to appeals@workforcesystem.org.

Child Care Appeals

Appeals related to child care services should be sent via mail to Child Care Services, 500 Chestnut, Ste. 1100, Abilene, TX, 79602, OR may be faxed to Child Care Services at 325-795-4369.

How will the complaint or appeal be resolved?

- You will be given the opportunity for an informal resolution to resolve any disputes resulting from either a complaint or an appeal to a determination. An example of an informal resolution may include:
 - Meeting with your immediate case worker to seek a resolution;
 - Meeting with a Workforce Center manager or designated Board staff for a more in-depth discussion related to the circumstances of the complaint and to discuss how the complaint may be resolved.
- If you are not satisfied with the outcome of the informal resolution, you have the right to request a Board hearing with the Workforce Solutions of West Central Texas Board at: 500 Chestnut, Ste. 1200, Abilene, TX, 79602.
- Once a complaint is filed with the Board, you will be notified in writing of a Board hearing at least 10 calendar days prior to the hearing date. The 10-day notice may be shortened with prior written consent of the parties involved.
- A Board decision will be issued within 60 calendar days from the date the complaint is originally filed.

If you do not agree with the decision issued by the Board or if no decision is mailed within 60 calendar days from the date the complaint was originally filed, you may file a written appeal to the Commission. The appeal must be sent within 14 calendar days after the mailing date of the Board's decision or 90 calendar days after the original filing date of the complaint.

Appeals to the Commission are mailed to:

Appeals, Texas Workforce Commission, 101 East 15th St., Room 410, Austin, Texas 78778-0001