



# WORKFORCE SOLUTIONS

of the Coastal Bend

## POLICY

<b>CATEGORY:</b>	Program Operations	<b>No: 4.0.110.02</b>
<b>TITLE:</b>	Integrated Complaints, Hearings, and Appeals	
<b>SUPERSEDES:</b>	4.0.110.01 dated June 27, 2008	
<b>EFFECTIVE:</b>	April 27, 2012	
<b>BOARD APPROVAL:</b>	April 26, 2012	
<b>DATE OF LAST REVIEW:</b>	September 18, 2014	

### I. PURPOSE:

To establish uniform procedures and time frames for complaints and appeals processes for all Board-administered workforce services.

### II. DEFINITIONS:

*Adverse Action* – Any denial or reduction in benefits or services to a party, including displacement from current employment by a Workforce Solutions Center customer.

*Complaint* – A written statement alleging a violation of any law, regulation, or rule relating to any federal-or state-funded workforce service.

*Determination* – A written statement issued to a Workforce Solutions Center customer by the Board, its designee, or the Texas Workforce Commission relating to an adverse action, or to a childcare or service provider relating to denial or termination of eligibility under programs administered by the Board.

*Hearing Officer* – An impartial individual designated by either Workforce Solutions of the Coastal Bend Board or the Texas Workforce Commission to conduct hearings and issue administrative decisions.

*Informal Resolution* – Any procedure that results in an agreed final settlement between all parties to a complaint or an appeal.

*Party* – A person who files a complaint or who appeals a determination or the entity against which a complaint is filed or that issued the determination.

### III. POLICY STATEMENT:

Information related to Workforce Solutions of the Coastal Bend Board's Complaint procedures shall be provided to individuals, eligible training providers, and sub recipients.

Complaints must be submitted in writing and shall not exceed three (3) pages, excluding any exhibits or attachments.

Workforce Solutions Career Center customers shall be notified in writing of any adverse action and provided with information on their appeal rights and their right to file a complaint regarding workforce services.

Any participant who expresses dissatisfaction with a decision regarding the termination or reduction of his/her benefits or support may appeal the decision.

Information applicable to an appeal shall be shared with all involved individuals and entities.

Applicable Board Contracted Service provider(s) staff shall be present at all appeal hearings either through attendance or by phone.

**IV. PROCEDURES: N/A**

**V. RELATED POLICY INFORMATION:**

TWC WD Letter 08-08, issued April 29, 2008, and entitled "Implementation of the New Integrated Complaints, Hearings, and Appeals Rules"

**VI. RESPONSIBILITIES:**

Board Monitor must ensure that all applicable staff are aware of and comply with the stated policy.

Board Monitor shall maintain the complaint log, ensure all applicable processes are followed, and will provide all necessary forms.

**VII. FORMS AND INSTRUCTIONS:**

- Workforce Solutions of the Coastal Bend Complaint and Appeals Process
- Workforce Solutions of the Coastal Bend Customer Rights and Complaints Resolution Procedure and Customer Complaint Form
- Workforce Solutions of the Coastal Bend Acknowledge to Appeal Form
- Workforce Solutions of the Coastal Bend Request For Hearing Form
- Workforce Solutions of the Coastal Bend Hearing Guidelines
- Workforce Solutions of the Coastal Bend Hearing Letter
- Workforce Solutions of the Coastal Bend Complaint Log

**VIII. DISTRIBUTION:**

- Board of Directors
- Board Staff
- Contracted Service Provider Staff

**IX. SIGNATURES:**

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 Reviewed by EO Officer  
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 President/CEO

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 Date  
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 Date