

# HEART OF TEXAS WORKFORCE DEVELOPMENT BOARD

**ADMINISTRATIVE** **PROCEDURE**

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| **ID NO.:**  | Adm. Pro 001-12 | **DATE ISSUED:** | September 03, 2012 |
| **PROGRAM:** |  All Programs | **KEYWORD:**  | **Complaints** |

**SUBJECT: Orientation to Complaint Form**

**PURPOSE:**

This Administrative Procedure is a general guide for the requirement of subcontractors for Workforce Solutions Heart of Texas (WSHOT) to ensure all customers are made aware of complaint procedures.

The Orientation to Complaint Form addresses complaint procedures for the programs and services administered in the local workforce development area by the Heart of Texas Workforce Development Board and its sub-contractors

**BACKGROUND:**

The Heart of Texas Workforce Development Board (the Board) shall resolve complaints in a fair and prompt manner. Acts of restraint, interference, coercion, discrimination or reprisal towards complainants exercising their rights to file a complaint under this procedure are prohibited. This procedure applies to all applicants and participants who have cause to file a complaint related to activities or programs administered by the Board.

**PROCEDURE:**

Participants and customers receiving workforce services must be made aware of the WSHOT’s complaint procedures.

1. The procedures must be posted at all Heart of Texas Workforce center, in locations visible to the public.
2. Participants must be provided a copy of the procedures and a signed and dated copy maintained in each participant case file.
3. The form should be used for the programs listed on the form.
4. Any changes to the form will be made by the Board's EO Officer and will be forwarded to all contractors. When revisions of the form are provided do not use any previous forms or forms that may have been modified.

**ACTION REQUIRED:**

Each contractor of the Board must ensure the above procedure is followed.

**EFFECTIVE DATE: Immediately**

**INQUIRIES:**

Aquanetta Brobston at 254-235-5385