

WORKFORCESOLUTIONS

G R E A T E R D A L L A S

Policy Number: S0808	RE: Workforce legislation
Date Issued: 10-16-08	Effective Date: 10-15-08

Integrated Complaints, Hearings and Appeals

Background

According to State and Federal Regulation, Boards shall establish uniform procedures and time frames for complaints and appeals processes for all Board administered workforce services.

Policy

Information related to the Workforce Solutions Greater Dallas' complaint procedures shall be provided to individuals, eligible training providers and contractors.

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

Workforce Solutions Greater Dallas 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 this decision.

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

Applicable board contractor staff shall be present at all appeal hearings either through attendance or by phone.

Related policy information may be found at: Workforce Investment Act, Wagner-Peyser Act, Texas Labor Code 301, Texas Health and Safety Code, 45 CFR Part 265, Food Stamp Act of 1997, 40 TAC 823, and TWC WD Letter #08-08 dated April 29, 2008.

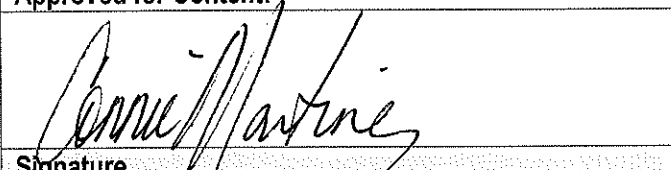
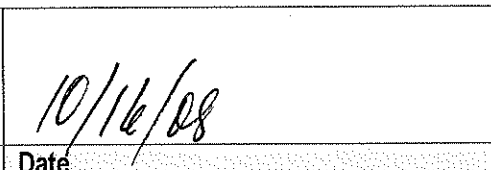
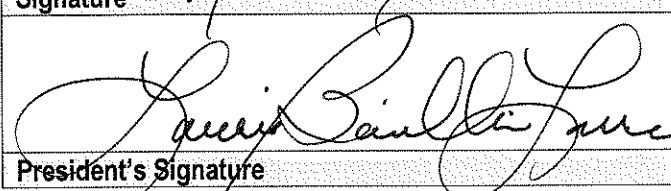
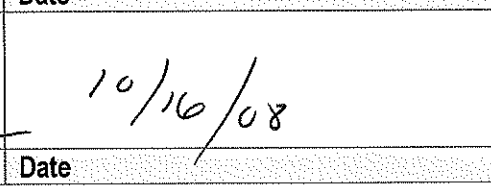
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Action Required

This policy should be distributed to all affected staff.

Contact

Inquiries regarding this policy should be directed to **Connie Martinez, Vice President, Resource Development and Deployment at 214.290.1008.**

Approved for Content:	
	
Signature	Date
	
President's Signature	Date