

Please keep for your records

If you have a complaint about the customer service you are receiving, we would like to help!

Complaint Representative	Telephone
Katina Prescott	940-323-4303

What if I'm still unhappy?

If you do not receive satisfaction by talking to the persons listed above, you may file a written complaint. Ask the front desk, Center Manager or Child Care Director for a complaint form. If you need assistance putting your complaint in writing, please ask for assistance. The resolution of your complaint will be overseen by the North Central Texas Council of Governments, the administrative entity for the Workforce Solutions for North Central Texas Board. The resolution of your complaint *may* include an administrative hearing. Your right to file a formal complaint regarding workforce services is guaranteed through Texas State Rule.

What if I have a complaint about discrimination or unlawfully provided services at this Center?

Please ask for an *EO-13 Form* from any Center Manager. You or a Workforce employee may mail or fax the form to:

Debra Kosarek
Workforce Solutions for North Central Texas/ NCTCOG
P.O. Box 5888
Arlington, TX 76005
Fax Number: 817-640-6480

When your complaint regarding discrimination or unlawful service is received, you will receive a letter which will include information on the resolution and hearing process.

You took away or reduced my Child Care services, TANF/Choices, SNAP Employment and Training benefits. How do I appeal?

If you are eligible to file a formal appeal regarding a program decision, you will be notified in writing at the time your benefits are terminated or denied. You must file an appeal in writing using the exact process outlined on your notification **and** by the date specified or you will lose your right to appeal. When your appeal is received at the place specified in the notice prior to the deadline, you will be contacted.

How do I report fraud?

If you think someone is not entitled to benefits they are receiving from the Workforce system, please report your suspicions to any Center staff *or* call one of the numbers below. If you think someone working in one of the Workforce programs is engaged in questionable behavior please call one of these numbers:

Debra Kosarek
817-640-3300

TWC Fraud and Abuse Hotline
800-252-3642