



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

Location	Manager	Telephone
Child Care	Katina Prescott	940-323-4303 ext.4303
Cleburne	Elizabeth Harms	817-641-6201 ext.3702
Corsicana	Laura Dodson	903-874-8276 ext.3900
Denton (and AOC)	Perry Singer	940-382-6712 ext.4386
Granbury	Diana Council	817-573-4282 ext.3500
Greenville	Molly Thompson	903-454-9350 ext.3628
McKinney	Andrea Brown	972-542-3381 ext.3100
Plano	James Cigan	469-229-0099 ext.3212
Stephenville	Diana Council	254-965-5100 ext.3400
Terrell	Otis Nickson	972-563-7271 ext.3800
Waxahachie	Jan Edrington-Koennecke	972-937-8114 ext.3304
Weatherford	Kola Adeyeye	817-594-0049 ext.4100

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 or Center Manager for a complaint form. If you need assistance putting your complaint in writing, please ask. 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: 940-220-7879

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 childcare services, TANF/Choices, Food Stamp 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 reduced 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

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
1-(817) 640-3300

TWC Fraud and Abuse Hotline
1-(800) 252-3642

Workforce Solutions for North Central Texas is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. For the hearing impaired, call TDD: 1-800-735-2989 or VOICE: 1-800-735-2988. For more information, visit www.dfwjobs.com.

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