

# WORKFORCESOLUTIONS

## GREATER DALLAS

<b>Policy Number:</b> CM0409, change2	<b>RE:</b> Equal Opportunity Complaint Processing, WD 18-07, change 2
<b>Date Issued:</b> 9-9-19 Rescind policy – Customer Service 05-08	<b>Effective Date:</b> 9/9/19

### Equal Opportunity Complaint Processing

#### Background

As in accordance with TWC WD Letter, 18-07, change 2, this policy provides Equal Opportunity (EO) complaint processing procedures. 29 CFR directs recipients of federal funding to establish EO complaint processing procedures. This policy has been updated to comply with WD 18-07, change 2 and the linkage to the State's Non-discrimination Plan at:  
<http://intra.twc.state.tx.us/intranet/pi/docs/nondiscrimination-plan-twc.pdf>

#### Policy


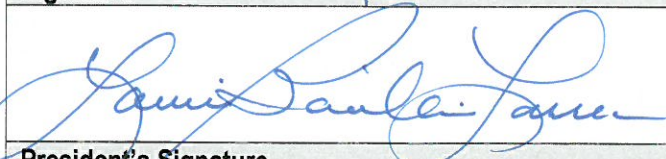
The Board adopts the EO complaint processing procedures as prepared by TWC sub-recipient and EO Monitoring department. Those procedures mirror procedures already required by 29 CFR 38 and reflected within WD Letter 18-07 change 2.

#### Action Required

This policy should be distributed to all affected staff.

#### Contact

Inquiries regarding this policy should be directed to **Connie Rash, Senior Vice President at 214.290.1008.**

<b>Approved for Content:</b>	
	9/9/19
<b>Signature</b>	<b>Date</b>
	9/10/19
<b>President's Signature</b>	<b>Date</b>