

1 **CHAPTER 823. INTEGRATED COMPLAINTS, HEARINGS, AND APPEALS**

2  
3 **PROPOSED RULES WITH PREAMBLE TO BE SUBMITTED TO THE TEXAS**  
4 **REGISTER. THIS DOCUMENT WILL HAVE NO SUBSTANTIVE CHANGES BUT IS**  
5 **SUBJECT TO FORMATTING CHANGES AS REQUIRED BY THE TEXAS REGISTER.**

6  
7 **ON OCTOBER 6, 2020, THE TEXAS WORKFORCE COMMISSION PROPOSED THE**  
8 **RULES BELOW WITH PREAMBLE TO BE SUBMITTED TO THE TEXAS REGISTER.**

9  
10 Estimated Publication Date of the Proposal in the *Texas Register*: **October 23, 2020**  
11 Estimated End of Comment Period: **November 23, 2020**

12  
13 The Texas Workforce Commission (TWC) proposes amendments to the following sections of  
14 Chapter 823, relating to Integrated Complaints, Hearings, and Appeals:

- 15  
16 Subchapter A. General Provisions, §§823.1 - 823.4  
17 Subchapter B. Board Complaint and Appeal Procedures, §§823.10 - 823.14  
18 Subchapter C. Agency Complaint and Appeal Procedures, §§823.20 - §823.22 and §823.24  
19 Subchapter D. Agency-Level Decisions, Reopenings, and Rehearings, §§823.30 - §823.32

20  
21 TWC proposes the following new section of Chapter 823, relating to Integrated Complaints,  
22 Hearings, and Appeals:

- 23  
24 Subchapter D. Agency-Level Decisions, Reopenings, and Rehearings, §823.34

- 25  
26 **PART I. PURPOSE, BACKGROUND, AND AUTHORITY**  
27 **PART II. EXPLANATION OF INDIVIDUAL PROVISIONS**  
28 **PART III. IMPACT STATEMENTS**  
29 **PART IV. COORDINATION ACTIVITIES**

30  
31 **PART I. PURPOSE, BACKGROUND, AND AUTHORITY**

32 TWC Chapter 823 rules set forth uniform procedures and time frames for complaints and appeals  
33 processes for all workforce services administered by Local Workforce Development Boards  
34 (Boards). The purpose of the proposed Chapter 823 amendments is to specify the parties and  
35 programs to which Chapter 823 applies and does not apply, establish a distinction between state-  
36 level hearing officers and individuals who handle complaints at the Board level, align Chapter  
37 823 with the Workforce Innovation and Opportunity Act (WIOA), and implement 20 Code of  
38 Federal Regulations (CFR) §683.600 relating to participants' and interested or affected parties'  
39 right to appeal local-level decisions and TWC's final decisions to the US Secretary of Labor.

40  
41 This rulemaking serves as a rule review in accordance with Texas Government Code, §2001.039,  
42 which requires that every four years each state agency review and consider for re adoption,  
43 revision, or repeal each rule adopted by that agency.

44  
45 **PART II. EXPLANATION OF INDIVIDUAL PROVISIONS**

1 (Note: Minor editorial changes are made that do not change the meaning of the rules and,  
2 therefore, are not discussed in the Explanation of Individual Provisions.)

3  
4 **SUBCHAPTER A. GENERAL PROVISIONS**

5 **TWC proposes the following amendments to Subchapter A:**

6  
7 **§823.1. Short Title and Purpose**

8 Section 823.1 is amended to update the list of programs that are subject to Chapter 823, add that  
9 Chapter 823 does not apply to contract disputes, and add subsection (c)(9) and (10) to clarify  
10 which actions or disputes are not covered by Chapter 823.

11  
12 **§823.2. Definitions**

13 Section 823.2 is amended to add a definition of "Board adjudicator" and to update language to  
14 distinguish between individuals who preside over Board-level and Agency-level disputes.

15  
16 **§823.3. Timeliness**

17 Section 823.3 is amended to distinguish between Board-level complaints and reviews and  
18 Agency-level appeals.

19  
20 **§823.4. Representation**

21 Section 823.4 is amended to clarify that a party may have a representative at an informal  
22 resolution proceeding in addition to a Board adjudication or an Agency hearing.

23  
24 **SUBCHAPTER B. BOARD COMPLAINT AND APPEAL PROCEDURES**

25 **TWC proposes the following amendments to Subchapter B:**

26  
27 **§823.10. Board-Level Complaints**

28 Section 823.10 is amended to clarify and update language consistent with WIOA and current  
29 TWC terminology.

30  
31 **§823.11. Determinations**

32 Section 823.11 is amended to reflect changes from the WIA program name to the current WIOA  
33 program name with related section updates.

34  
35 **§823.12. Board Informal Resolution Procedure**

36 Section 823.12 is amended to provide clarity by changing "Boards" to "Each Board."

37  
38 **§823.13. Board Reviews**

39 Section 823.13 is amended to reflect that Boards conduct reviews rather than hearings and the  
40 section title is changed from "Board Hearings" to "Board Reviews."

41  
42 Section 823.13 is also amended to distinguish Board processes from Agency processes and to  
43 indicate that Board reviews are conducted by Board adjudicators and hearings are conducted by  
44 Agency hearing officers. The amendments also update the mailing address for submitting  
45 appeals to the Agency.

1 **§823.14. Board Policies for Resolving Complaints and Appeals of Determinations**

2 Section 823.14 is amended to reflect that individuals handling Board-level complaints are  
3 adjudicators and that the process by which they resolve disputes is called Board review.

4  
5 **SUBCHAPTER C. AGENCY COMPLAINT AND APPEAL PROCEDURES**

6 **TWC proposes the following amendments to Subchapter C:**

7  
8 **§823.20. State-Level Complaints**

9 Section 823.20 is amended to update the mailing address for submitting appeals made directly to  
10 the Agency.

11  
12 **§823.21. Hearings**

13 Section 823.21 is amended to update the WIOA program name and to state that parties may  
14 request accommodations for Board reviews and Agency hearings.

15  
16 **§823.22. Postponement and Continuance**

17 Section 823.22 is amended to give Agency hearing officers the ability to postpone or continue  
18 hearings using their best judgment.

19  
20 **§823.24. Hearing Procedures**

21 Section 823.24 is amended to remove language indicating that would provide transcripts of  
22 hearing recordings if a party pays the cost. The Agency does not transcribe hearings.

23  
24 **SUBCHAPTER D. AGENCY-LEVEL DECISIONS, REOPENINGS, AND REHEARINGS**

25 **TWC proposes the following amendments to Subchapter D:**

26  
27 **§823.30. Hearing Decision**

28 Section 823.30 is amended to specify the number of days a hearing officer has to issue a written  
29 decision in WIOA-related cases. Section 823.30 is also amended to add language indicating that  
30 the Agency may take continuing jurisdiction over an Agency decision for the purposes of  
31 reconsidering issues and taking additional evidence, in addition to issuing a corrected decision.  
32 The section is also amended to clarify that representatives and observers who attended a hearing  
33 need to be listed in the Agency's decision.

34  
35 **§823.31. Petition for Reopening**

36 Section 823.31 is amended to update the name of the process by which a party requests that a  
37 hearing be reopened to petition. Additionally, the section is amended to state that a party must  
38 show good cause for failure to appear at the hearing and that timeliness rules in Chapter 823  
39 apply to the petition.

40  
41 **§823.32. Motion for Rehearing and Decision**

42 Section 823.32 is amended to align with Motion for Rehearing rules for other programs within  
43 the Agency which that require a Motion for Rehearing to meet certain criteria. The section is also  
44 amended to clarify that the Agency hearing officer may take certain actions in relation to that  
45 motion.

1 **§823.34. Federal Appeals**

2 New §823.34 implements 20 CFR §683.600, relating to participants' and interested or affected  
3 parties' right to appeal local-level decisions and final Agency decisions to the US Secretary of  
4 Labor.

5  
6 **PART III. IMPACT STATEMENTS**

7 Chris Nelson, Chief Financial Officer, has determined that for each year of the first five years the  
8 rules will be in effect, the following statements will apply:

9  
10 There are no additional estimated costs to the state and to local governments expected as a result  
11 of enforcing or administering the rules.

12  
13 There are no estimated cost reductions to the state and to local governments as a result of  
14 enforcing or administering the rules.

15  
16 There are no estimated losses or increases in revenue to the state or to local governments as a  
17 result of enforcing or administering the rules.

18  
19 There are no foreseeable implications relating to costs or revenue of the state or local  
20 governments as a result of enforcing or administering the rules.

21  
22 There are no anticipated economic costs to individuals required to comply with the rules.

23  
24 There is no anticipated adverse economic impact on small businesses, microbusinesses, or rural  
25 communities as a result of enforcing or administering the rules.

26  
27 Based on the analyses required by Texas Government Code, §2001.024, TWC has determined  
28 that the requirement to repeal or amend a rule, as required by Texas Government Code,  
29 §2001.0045), does not apply to this rulemaking.

30  
31 **Takings Impact Assessment**

32 Under Texas Government Code, §2007.002(5), "taking" means a governmental action that  
33 affects private real property, in whole or in part or temporarily or permanently, in a manner that  
34 requires the governmental entity to compensate the private real property owner as provided by  
35 the Fifth and Fourteenth Amendments to the United States Constitution or the Texas  
36 Constitution, §17 or §19, Article I, or restricts or limits the owner's right to the property that  
37 would otherwise exist in the absence of the governmental action, and is the producing cause of a  
38 reduction of at least 25 percent in the market value of the affected private real property,  
39 determined by comparing the market value of the property as if the governmental action is not in  
40 effect and the market value of the property determined as if the governmental action is in  
41 effect. The Commission completed a Takings Impact Analysis for the proposed rulemaking  
42 action under Texas Government Code, §2007.043. The primary purpose of this proposed  
43 rulemaking action, as discussed elsewhere in this preamble, is to specify the parties and  
44 programs to which Chapter 823 applies and does not apply, establish a distinction between state-  
45 level hearing officers and individuals who handle complaints at the Board level, align Chapter  
46 823 with WIOA, and implement 20 CFR §683.600 relating to participants' and interested or

1 affected parties' right to appeal local-level decisions and TWC's final decisions to the US  
2 Secretary of Labor.

3  
4 The proposed rulemaking action will not create any additional burden on private real property or  
5 affect private real property in a manner that would require compensation to private real property  
6 owners under the United States Constitution or the Texas Constitution. The proposal also will  
7 not affect private real property in a manner that restricts or limits an owner's right to the property  
8 that would otherwise exist in the absence of the governmental action. Therefore, the proposed  
9 rulemaking will not cause a taking under Texas Government Code, Chapter 2007.

10  
11 Government Growth Impact Statement

12 TWC has determined that during the first five years the amendments will be in effect:

- 13 --the amendments will not create or eliminate a government program;
- 14 --implementation of the amendments will not require the creation or elimination of employee  
15 positions;
- 16 --implementation of the amendments will not require an increase or decrease in future legislative  
17 appropriations to TWC;
- 18 --the amendments will not require an increase or decrease in fees paid to TWC;
- 19 --the amendments will not create a new regulation;
- 20 --the amendments will not expand, limit, or eliminate an existing regulation;
- 21 --the amendments will not change the number of individuals subject to the rules; and
- 22 --the amendments will not positively or adversely affect the state's economy.

23  
24 Economic Impact Statement and Regulatory Flexibility Analysis

25 TWC has determined that the rules will not have an adverse economic impact on small  
26 businesses or rural communities, as these rules place no requirements on small businesses or  
27 rural communities.

28  
29 Mariana Vega, Director, Labor Market and Career Information, has determined that there is no  
30 significant negative impact upon employment conditions in the state as a result of the rules.

31  
32 Clay Cole, Director, Unemployment Insurance Division, has determined that for each year of the  
33 first five years the rules are in effect, the public benefit anticipated as a result of enforcing the  
34 rules will be to ensure that the rules set forth in Chapter 823 align with WIOA, which replaced  
35 WIA.

36  
37 Courtney Arbour, Director, Workforce Development Division, has determined that for each year  
38 of the first five years the rules are in effect, the public benefit anticipated as a result of enforcing  
39 the rules will be to ensure that the rules set forth in Chapter 823 align with WIOA, which  
40 replaced the WIA.

41  
42 TWC hereby certifies that the proposal has been reviewed by legal counsel and found to be  
43 within TWC's legal authority to adopt.

44  
45 **PART IV. COORDINATION ACTIVITIES**

1 In the development of these rules for publication and public comment, TWC sought the  
2 involvement of Texas' 28 Boards. TWC provided the concept paper regarding these rule  
3 amendments to the Boards for consideration and review on June 23, 2020. TWC also conducted  
4 a conference call with Board executive directors and Board staff on June 26, 2020, to discuss the  
5 concept paper. During the rulemaking process, TWC considered all information gathered in  
6 order to develop rules that provide clear and concise direction to all parties involved.  
7

8 Comments on the proposed rules may be submitted to [TWCPolicyComments@twc.state.tx.us](mailto:TWCPolicyComments@twc.state.tx.us).  
9 Comments must be received no later than 30 days from the date this proposal is published in the  
10 *Texas Register*.  
11

12 The rules are proposed under Texas Labor Code, §301.0015 and §302.002(d), which provide  
13 TWC with the authority to adopt, amend, or repeal such rules as it deems necessary for the  
14 effective administration of TWC services and activities.  
15

16 The proposed rules implement the appeal, complaint, and grievance provisions set forth in Texas  
17 Labor Code, Title 4, Subtitle B, Section 301.192, Texas Human Resources Code Section 44.002,  
18 as well as those set forth in 29 USC 3241 and 29 USC 3152.  
19

1 Chapter 823. INTEGRATED COMPLAINTS, HEARINGS, AND APPEALS

2  
3  
4 SUBCHAPTER A. GENERAL PROVISIONS

5  
6 §823.1. Short Title and Purpose.

- 7
- 8 (a) This chapter provides an appeals process to the extent authorized by federal and state  
9 law and by rules administered by the Texas Workforce Commission (Agency).
- 10
- 11 (b) This section applies only to complaints or determinations regarding federal- or state-  
12 funded workforce services administered by the Agency or Local Workforce  
13 Development Boards (Boards), as follows:
- 14
- 15 (1) Child care;
- 16
- 17 (2) Temporary Assistance for Needy Families (TANF) Choices;
- 18
- 19 (3) [Supplemental Nutrition Assistance Program \(SNAP\) Employment and](#)  
20 [Training \(E&T\)](#)~~Food Stamp Employment and Training (FSE&T)~~;
- 21
- 22 ~~(4)(5)~~ [Workforce Innovation and Opportunity Act \(WIOA\) adult, dislocated](#)  
23 [worker, and youth programs](#)~~Workforce Investment Act (WIA) Adult,~~  
24 ~~Dislocated Worker, and Youth; and~~
- 25
- 26 ~~(5)(6)~~ Eligible Training Providers (ETPs) receiving [WIOA](#) ~~WIA~~ funds or other  
27 funds for training services;
- 28
- 29 (c) Determinations or complaints relating to the following matters are not governed by  
30 this chapter:
- 31
- 32 (1) Across-the-board reductions of services, benefits, or assistance to a class of  
33 recipients;
- 34
- 35 (2) Matters governed by hearing procedures otherwise provided for in this title;
- 36
- 37 (3) Alleged violations of nondiscrimination and equal opportunity requirements;
- 38
- 39 (4) Denial of benefits as ~~related~~~~it relates~~ to mandatory work requirements for  
40 individuals receiving TANF and [SNAP E&T](#) ~~FSE&T~~ services and is  
41 administered through the Texas Health and Human Services Commission  
42 (HHSC);
- 43
- 44 (5) Matters governing job service-related complaints as referenced in 20 [CFR](#)  
45 ~~C.F.R.~~ Part 658, Subpart E, [§§658.400, 658.410, 658.411, 658.417, and](#)  
46 [658.418](#) ~~§§400—418~~ and the federal Employment Service law;

- (6) Services provided by the Commission pursuant to Texas Labor Code §301.023, relating to Complaints Against ~~the Commission; or~~
- (7) Alleged criminal violations of any services referenced in subsection (b) of this section §823.1(b).
- (8) Disputes between contractors and Boards
- (9) Contract disputes
- (10) Any other determination or complaint not listed in subsection (b) of this section

### §823.2. Definitions.

The following words and terms, when used in this chapter, have the following meanings, unless the context clearly indicates otherwise.

- (1) Adverse action--Any denial or reduction in benefits or services to a party or; ~~including~~ displacement of an individual from current employment by a Workforce Solutions Office~~Texas Workforce Center~~ customer.
- (2) Agency decision--The written finding issued by an Agency hearing officer following a hearing before that hearing officer.
- (3) Appeal--A written request for a review filed with the Board or the Agency by an individual~~a person~~ in response to a determination or decision.
- (4) Board adjudicator--An impartial individual designated by the Board to participate in informal dispute resolutions and to review and issue Board decisions.
- (5)(4) Board decision--The written finding issued by a Board adjudicator ~~hearing officer~~ following a hearing before that adjudicator~~hearing officer~~ in response to an appeal or complaint.
- (6)(5) Complaint--A written statement alleging a violation of any law, regulation, or rule relating to any federal- or state-funded workforce service covered by this chapter.
- (7)(6) Determination--A written order~~statement~~ issued to a Workforce Solutions Office ~~Texas Workforce Center~~ customer by a Board, its designee, or the Agency relating to an adverse action, or to a provider or contractor relating to denial or termination of eligibility under programs administered by the Agency



1 or a Board listed in §823.1(b) of this subchapter (relating to Short Title and  
2 Purpose).

3  
4 ~~(8)(7)~~ Hearing officer--An impartial individual designated by ~~either the Board or~~  
5 the Agency to conduct hearings and issue Agency ~~administrative~~ decisions.

6  
7 ~~(9)(8)~~ Informal resolution--Any procedure that results in an agreed final settlement  
8 between all parties to a complaint.

9  
10 ~~(10)(9)~~ Party--An individual ~~A person~~ who files a complaint or who appeals a  
11 determination or the entity against which the complaint is filed or that issued  
12 the determination.

13  
14 **§823.3. ~~Agency and Board~~ Timeliness.**

15  
16 (a) A properly addressed determination or decision is final for all purposes unless the  
17 party to whom it is mailed files an appeal no later than 14 ~~the fourteenth~~ calendar  
18 days ~~day~~ after the mailing date.

19  
20 (b) Each party to a complaint, adjudication, or ~~an~~ appeal shall promptly notify, in  
21 writing, the Board, Board's designee, or the Agency with which the complaint or  
22 appeal was filed of any change of mailing address. Determinations and decisions  
23 shall be mailed to the new ~~this~~ address.

24  
25 (1) A copy of the determination or decision must be mailed to a properly  
26 designated party representative in order for it to become final.

27  
28 (2) The Board or Agency is responsible for making an address change only if the  
29 Board or Agency is specifically directed by the party to mail subsequent  
30 correspondence to the new address.

31  
32 (3) If the Board, Board's designee, or Agency addresses a document incorrectly,  
33 but the party receives the document, the time frame for filing an appeal shall  
34 begin as of the actual date of receipt by the party, whether or not the party  
35 receives the document within the appeal time frame set forth in subsection (a)  
36 of this section. However, this does not apply if the party fails to provide a  
37 current address or provides an incorrect address.

38  
39 (c) A determination or decision mailed to a party shall be presumed to have been  
40 delivered if the document was mailed as specified in subsection (b) of this section.

41  
42 (1) A determination or decision shall not be presumed to have been delivered:

43  
44 (A) if there is tangible evidence of nondelivery, such as being returned to the  
45 sender by the USU.S. Postal Service; or

1 (B) if credible and persuasive evidence is submitted to establish nondelivery  
2 or delayed delivery to the proper address.  
3

4 (2) If a party provides the Board or Agency with an incorrect mailing address, a  
5 mailing to that address shall be considered a proper mailing, even if there is  
6 proof that the party never received the document.  
7

8 (d) A complaint or an appeal shall be in writing. Complaints or appeals may be filed  
9 electronically only if filed in a form approved by the Agency in writing. The filing  
10 date for a complaint or an appeal shall be:

11  
12 (1) the ~~postmark~~~~postmarked~~ date or the postal meter date (where there is only one  
13 or the other);  
14

15 (2) the ~~postmark~~~~postmarked~~ date, if there is both a postmark date and a postal  
16 meter date;  
17

18 (3) the date the document was delivered to a common carrier, which is equivalent  
19 to the ~~postmark~~~~postmarked~~ date;  
20

21 (4) three business days before receipt by the Board or Agency, if the document  
22 was received in an envelope bearing no legible postmark, postal meter date, or  
23 date of delivery by a common carrier;  
24

25 (5) the date of the document itself, if the document date is fewer than three days  
26 earlier than the date of receipt and if the document was received in an envelope  
27 bearing no legible postmark, postal meter date, or date of delivery by a  
28 common carrier;  
29

30 (6) the date of the document itself, if the mailing envelope containing the  
31 complaint or appeal is lost after delivery to the Board or Agency. If the  
32 document is undated, the filing date shall be deemed to be three business days  
33 before receipt by the Board or Agency; or  
34

35 (7) the date of receipt by the Board or Agency, if the document was filed by fax.  
36

37 (e) Credible and persuasive testimony under oath, subject to cross-examination, may  
38 establish a filing date that is earlier than the dates established under subsection (d) of  
39 this section. A party shall be allowed to establish a filing date earlier than a postal  
40 meter date or the date of the document itself only upon a showing of extremely  
41 credible and persuasive evidence. Likewise, when a party alleges that a complaint or  
42 appeal has been filed that the Board or Agency has never received, the party must  
43 present ~~extremely~~ credible and persuasive evidence to support the allegation.  
44

1 (f) A decision or determination shall not be deemed final if a party shows that a  
2 representative of the Board, the Board's designee, or Agency has given misleading  
3 information on appeal rights to the party. The party shall specifically establish:

4  
5 (1) how the party was misled; or

6  
7 (2) what misleading information the party was given, and, if possible, by whom  
8 the party was misled.

9  
10 (g) There is no good cause exception to the timeliness rules.

11  
12 **§823.4. Representation.**

13  
14 A ~~Each~~ party may authorize a ~~hearing~~-representative to assist with participating in an  
15 informal resolution or in presenting a complaint or an appeal on behalf of the party under  
16 this chapter. The Agency or Board may require the authorization to be in writing. On  
17 behalf of the party, the ~~hearing~~-representative may exercise any of the party's rights under  
18 this chapter.

19  
20 **SUBCHAPTER B. BOARD COMPLAINT AND APPEAL PROCEDURES**

21  
22 **§823.10. Board-Level Complaints.**

23  
24 (a) Individuals~~Persons~~ who may file a complaint include:

25  
26 (1) Workforce Solutions Office~~Texas Workforce Center~~ customers;

27  
28 (2) other interested individuals~~persons~~ affected by the One-Stop Service Delivery  
29 System, Network, including subrecipients and eligible training providers; and

30  
31 (3) previously employed individuals who believe they were displaced by a  
32 Workforce Solutions Office~~Texas Workforce Center~~ customer participating in  
33 work-based services such as subsidized employment, work experience, or  
34 workfare.

35  
36 (b) Complaints shall be in writing and filed within 180 calendar days of the alleged  
37 violation.

38  
39 (c) The complaint shall include:

40  
41 (1) the complainant's ~~party's~~ name and current mailing address; and

42  
43 (2) a brief statement of the alleged violation stating ~~identifying~~ the facts on which  
44 the complaint is based.

1 (d) Each Board shall ensure that information about complaint procedures is provided to  
2 individuals, eligible training providers, and subrecipients. The information provided  
3 shall be presented in such a manner as to be understood by the affected individuals,  
4 including youth, individuals with disabilities, and individuals with limited English  
5 proficiency. This information shall be:

- 6
- 7 (1) posted in a conspicuous public location at each [Workforce Solutions](#)  
8 ~~Office Texas Workforce Center~~;
  - 9
  - 10 (2) provided in writing to any customer;
  - 11
  - 12 (3) made available in writing to any individual upon request; and
  - 13
  - 14 (4) placed in each [Workforce Solutions Office](#) ~~Texas Workforce Center~~ customer's  
15 file.
- 16

17 **§823.11. Determinations.**

18

19 (a) A determination affecting the type and level of services [or benefits](#) to be provided by  
20 a Board or its designee shall be promptly provided to any [individual](#) ~~person~~ directly  
21 affected.

22

23 (b) The determination shall include the following:

- 24
- 25 (1) ~~a~~[A](#) brief statement of the adverse action;
  - 26
  - 27 (2) ~~the~~[The](#) mailing date of the determination;
  - 28
  - 29 (3) ~~an~~[An](#) explanation of the individual's right to an appeal;
  - 30
  - 31 (4) ~~the~~[The](#) procedures for [requesting informal resolution with the Board and for](#)  
32 filing an appeal to the Board, including applicable time frames as required in  
33 §823.3 [of this chapter \(Timeliness\)](#);
  - 34
  - 35 (5) ~~the~~[The](#) right to have a ~~hearing~~ representative, including legal counsel; and
  - 36
  - 37 (6) ~~the~~[The](#) address [and fax number to which a request for informal resolution or](#)  
38 [appeal may be sent.](#) ~~or fax number to send the appeal.~~
- 39

40 (c) Boards shall allow [training service](#) providers ~~of training services~~ the opportunity to  
41 appeal a determination related to the:

- 42
- 43 (1) denial of eligibility as a training provider under [WIOA, §122\(b\), \(c\), or](#)  
44 [\(d\)](#) ~~WIA §122(b), §122(c), or §122(e)~~;
- 45

- 1 (2) termination of eligibility as a training provider or other action under WIOA,  
2 §122(f)~~WIA-§122(f)~~; or  
3  
4 (3) denial of eligibility as a training provider of on-the-job or customized training  
5 by the operator of a Workforce Solutions Office~~Texas Workforce Center~~  
6 under WIOA, §122(h)~~WIA-§122(h)~~.  
7  
8 (d) An individual who~~A person that~~ receives a determination from a Board or a Board's  
9 designee may file an appeal with the Board requesting a review of the determination.  
10 The appeal must be submitted in writing, be filed within 14 calendar days of the  
11 mailing date of the determination, and include the party's proper mailing address.  
12

### 13 **§823.12. Board Informal Resolution Procedure.**

- 14  
15 (a) Each Board~~Boards~~ shall provide an opportunity for informal resolution of a  
16 complaint or appeal.  
17  
18 (b) Informal resolution may include, but is not limited to:  
19  
20 (1) informal meetings with case managers or their supervisors;  
21  
22 (2) second reviews of the case file;  
23  
24 (3) telephone calls or conference calls to the affected parties;  
25  
26 (4) in-person interviews with all affected parties; or  
27  
28 (5) written explanations or summaries of the laws or regulations involved in the  
29 complaint.  
30

### 31 **§823.13. Board Reviews~~Hearings~~.**

- 32  
33 (a) If the informal resolution procedure results in a final agreement between the parties,  
34 no hearing shall be held.  
35  
36 (b) If no ~~final~~ informal resolution is reached, Boards shall provide an opportunity for a  
37 formal review~~hearing~~ to resolve an appeal or complaint.  
38  
39 (c) Either a final agreement resulting from an informal resolution or a hearing and Board  
40 decision shall be completed within 60 calendar days of the original filing of the  
41 appeal or complaint.  
42  
43 (d) Boards shall provide a process that allows an individual alleging a labor standards  
44 violation to submit a complaint to a binding arbitration procedure, if a collective  
45 bargaining agreement covering the parties to the complaint so provides.  
46

- 1 (e) Within 60 calendar days of the filing of the appeal or complaint, the Board shall send  
2 the parties a decision setting forth the results of the hearing. The decision shall be  
3 issued by a Board ~~adjudicator, hearing officer, shall~~ include findings of fact and  
4 conclusions of law, and ~~shall~~ provide information about appeal rights to the parties.  
5
- 6 (f) If no Board decision is mailed within the 60 calendar-day time frame described in  
7 subsection (e) of this section, or if any party disagrees with a timely Board decision,  
8 a party may file an appeal with the Agency.  
9
- 10 (g) An appeal to the Agency shall be filed in writing by mail, fax, or hand delivery with  
11 the TWC Commission Appeals Department at its state office, 101 E. 15th Street, CA  
12 Hearings Unit, Room 678, Austin, Texas, 78778, or faxed to the number provided in  
13 the determination or decision Appeals, Texas Workforce Commission 101 East 15th  
14 St., Room 410, Austin, Texas 78778-0001, within 14 calendar days after the mailing  
15 date of the Board's decision. If the Board does not issue a decision within 60  
16 calendar days of the date of the filing of the original appeal or complaint, an appeal  
17 to the Agency must be filed no later than 90 calendar days after the filing date of the  
18 original appeal or complaint.  
19

20 **§823.14. Board Policies for Resolving Complaints and Appeals of Determinations.**  
21

- 22 (a) ~~Each A~~ Board shall establish written policies to handle complaints and appeals of  
23 determinations, provide the opportunity for informal resolution, and conduct reviews  
24 ~~hearings~~ in compliance with this subchapter for individuals, eligible training  
25 providers, and other individuals~~persons~~ affected by the One-Stop Service Delivery  
26 System, Network, including subrecipients.  
27
- 28 (b) A Board shall maintain written copies of these policies, and make them available to  
29 the Agency, Workforce Solutions Office ~~Texas Workforce Center~~ customers, and  
30 other interested individuals~~persons~~ upon request. A Board shall require that its  
31 subrecipients provide these policies to Workforce Solutions Office ~~Texas Workforce~~  
32 ~~Center~~ customers and other interested individuals~~persons~~ upon request.  
33
- 34 (c) At a minimum, a Board shall ~~develop and approve policies to:~~  
35
- 36 (1) develop and approve policies to ensure that determinations are provided as  
37 specified in §823.11 of this subchapter (relating to Determinations);  
38
- 39 (2) develop and approve policies to ensure that information about complaint  
40 procedures is available as described in §823.10(d) of this subchapter (Board-  
41 Level Complaints);  
42
- 43 (3) notify individuals~~persons~~ that complaints must be submitted in writing and set  
44 forth the facts on which the complaint is based, and notify them of the time  
45 limit in which to file a complaint;  
46

- 1 (4) maintain a complaint log and all complaint-related materials in a secure file for  
2 a period of three years after final resolution;
- 3
- 4 (5) designate an individual to be responsible for investigating, documenting,  
5 ~~investigation, documentation,~~ monitoring, and following up on complaints;
- 6
- 7 (6) inform individuals~~persons~~ of the:  
8
  - 9 (A) right to file a complaint;
  - 10
  - 11 (B) right to appeal a determination;
  - 12
  - 13 (C) opportunity for informal resolution and a Board review~~hearing~~;
  - 14
  - 15 (D) time frame in which to either reach informal resolution or to issue a  
16 Board decision; and
  - 17
  - 18 (E) right to file an appeal to the Agency, including providing information on  
19 where to file the appeal;
  - 20
- 21 (7) designate adjudicators ~~hearing officers~~ to conduct Board hearings, document  
22 actions taken, and render decisions; and
- 23
- 24 (8) ensure that complaints remanded from the Agency to the Board for resolution  
25 are handled in a timely fashion and follow established Board policies and time  
26 frames.
- 27
- 28 (d) Complaints filed directly with the Agency may be remanded to the appropriate Board  
29 to be processed in accordance with the Board's policies for resolving complaints.

30  
31 **SUBCHAPTER C. AGENCY COMPLAINT AND APPEAL PROCEDURES**

32  
33 **§823.20. State-Level Complaints.**

- 34
- 35 (a) A Workforce Solutions Office ~~Texas Workforce Center~~ customer or other interested  
36 individual~~person~~ affected by the statewide One-Stop Service Delivery  
37 System~~Network~~, including service providers that allege a noncriminal violation of  
38 the requirements of any federal- or state-funded workforce services, may file a  
39 complaint with the Agency.
- 40
- 41 (b) Complaints shall be in writing and filed within 180 calendar days of the alleged  
42 violation. The complaint shall include the party's name, current mailing address, and  
43 a brief statement of the alleged violation identifying the facts on which the complaint  
44 is based.
- 45

- 1 (c) The complaint shall be filed with [the TWC Commission Appeals Department at its](#)  
2 [state office, 101 E. 15th Street, CA Hearings Unit, Room 678, Austin, Texas, 78778](#)  
3 ~~[TWC Appeals, Texas Workforce Commission, 101 East 15th St., Room 410, Austin,](#)~~  
4 ~~[Texas 78778-0001.](#)~~  
5  
6 (d) The Agency shall provide an opportunity for informal resolution.  
7  
8 (e) If the informal resolution procedure results in a final agreement between the parties,  
9 no hearing shall be held.  
10  
11 (f) If no final informal resolution is reached, the complaint shall be promptly set for a  
12 hearing and a decision shall be issued in accordance with the procedures for appeals  
13 under this subchapter.  
14  
15 (g) Complaints filed directly with the Agency may be remanded to the appropriate  
16 Board to be processed in accordance with the Board's hearing policies.  
17

18 **§823.21. [Hearings](#)~~Setting a Hearing.~~**  
19

- 20 (a) A [WIOA-funded](#) ~~WIA-funded~~ training provider or other provider certified by the  
21 Agency and later found to be ineligible to receive funding as a training provider may  
22 file an appeal directly with the Agency.  
23  
24 (b) Upon receipt of an appeal from a Board decision, an appeal pursuant to subsection  
25 (a) of this section, or if no informal resolution of a complaint is successfully reached  
26 pursuant to §823.20 [of this subchapter \(relating to State-Level Complaints\)](#), the  
27 Agency shall promptly assign a hearing officer and mail a notice of hearing to the  
28 parties and/or their designated representatives. The hearing shall be set and held  
29 promptly and in no case later than as provided by applicable statute or rule.  
30  
31 (c) The notice of hearing shall be in writing and include a:  
32  
33 (1) statement of the date, time, place, and nature of the hearing;  
34  
35 (2) statement of the legal authority under which the hearing is to be held; and  
36  
37 (3) short and plain statement of the issues to be considered during the hearing.  
38  
39 (d) The notice of hearing shall be issued at least 10 calendar days before the date of the  
40 hearing unless a shorter period is permitted by statute.  
41  
42 (e) Hearings shall be conducted by telephonic means, unless an in-person hearing is  
43 required by applicable statute or the Agency determines that an in-person hearing is  
44 necessary.



- 1  
2 (f) Parties may request accommodations, including interpreters, through the hearing  
3 officer or Agency staff.~~needing special accommodations, including the need for a~~  
4 ~~bilingual or sign language interpreter, shall make this request before the hearing is~~  
5 ~~set, if possible, or as soon as practical.~~  
6

7 **§823.22. Postponement and Continuance.**  
8

- 9 (a) The hearing officer shall use his or her best judgment to determine when to grant a  
10 continuance of postponement of a hearing in order to secure all the evidence that is  
11 necessary and to be fair to the parties.~~may grant a postponement of a hearing for~~  
12 ~~good cause at a party's request. Except in emergencies or unusual circumstances~~  
13 ~~confirmed by a telephone call or other means, no postponements shall be granted~~  
14 ~~within two days of the scheduled hearing.~~  
15

16 (b) Before the hearing, requests for a continuance or a postponement of a hearing may be  
17 made informally, either orally or in writing, to the hearing officer.  
18

19 ~~(b) A continuance of a hearing may be ordered at the discretion of the hearing officer if:~~  
20

- 21 ~~(1) there is insufficient evidence upon which to make a decision;~~  
22  
23 ~~(2) a party needs additional time to examine evidence presented at the~~  
24  
25 ~~(3) the hearing officer considers it necessary to enter into evidence additional~~  
26 ~~information or testimony;~~  
27  
28 ~~(4) an in-person hearing is necessary for proper presentation of the evidence; or~~  
29  
30 ~~(5) any other reason deemed appropriate by the hearing officer.~~  
31

32 ~~(c) The hearing officer shall advise the parties of the reason for the continuance and of~~  
33 ~~any additional information required. At the continuance, the parties shall have an~~  
34 ~~opportunity to rebut any additional evidence.~~  
35

36 **§823.24. Hearing Procedures.**  
37

- 38 (a) General Procedure. All hearings shall be conducted de novo. The hearing shall be  
39 conducted informally and in such manner as to ascertain the substantive rights of the  
40 parties. The hearing officer shall develop the evidence. All issues relevant to the  
41 appeal shall be considered and addressed.  
42

- 43 (1) Presentation of Evidence. The parties to an appeal may present evidence that is  
44 material and relevant, as determined by the hearing officer. In conducting a  
45 hearing, the hearing officer shall actively develop the record on the relevant  
46 circumstances and facts to resolve all issues. To be considered as evidence in a

1 decision, any document or physical evidence must be entered as an exhibit at  
2 the hearing. A party has the right to object to evidence offered at the hearing  
3 by the hearing officer or other parties.  
4

5 (2) Examination of Witnesses and Parties. The hearing officer shall examine  
6 parties and any witnesses under oath and shall allow cross-examination to the  
7 extent the hearing officer deems necessary to afford the parties due process.  
8

9 (3) Additional Evidence. The hearing officer, with or without notice to any of the  
10 parties, may take additional evidence deemed necessary, provided that a party  
11 shall be given an opportunity to rebut the evidence if it is to be used against the  
12 party's interest.  
13

14 (4) Appropriate Hearing Behavior. All parties shall conduct themselves in an  
15 appropriate manner. The hearing officer may expel any individual, including a  
16 party, who fails to correct behavior the hearing officer identifies as disruptive.  
17 After an expulsion, the hearing officer may proceed with the hearing and  
18 render a decision.  
19

20 (b) Records.  
21

22 (1) The hearing record shall include the audio recording of the proceeding and any  
23 other relevant evidence relied on by the hearing officer, including documents  
24 and other physical evidence entered as exhibits.  
25

26 (2) The hearing record shall be maintained in accordance with federal or state law.  
27

28 (3) Confidentiality of information contained in the hearing record shall be  
29 maintained in accordance with federal and state law.  
30

31 (4) Upon request, a party has the right to obtain a copy of the hearing record,  
32 including recordings of the hearing and file documents at no charge. ~~However,~~  
33 ~~a party requesting a transcript of the hearing record shall pay the costs of the~~  
34 ~~transcription.~~  
35

36 **SUBCHAPTER D. AGENCY-LEVEL DECISIONS, REOPENINGS, AND REHEARINGS**  
37

38 **§823.30. Hearing Decision.**  
39

40 (a) Following the conclusion of the hearing, the hearing officer shall promptly issue a  
41 written decision on behalf of the Agency. Decisions issued on state-level complaints  
42 and grievances, or appeals of local-level complaints and grievances, made pursuant  
43 to provisions of WIOA, must be issued within 60 calendar days of the filing of the  
44 complaint, grievance or appeal, whichever comes later.  
45

- 1 (b) The Agency decision shall be based exclusively on the evidence of record in the  
2 hearing and on matters officially noticed in the hearing. The Agency decision shall  
3 include:  
4
- 5 (1) a list of the individuals who appeared at the hearing, including representatives  
6 and observers;
  - 7
  - 8 (2) the findings of fact and conclusions of law reached on the issues; and  
9
  - 10 (3) the affirmation, reversal, or modification of a determination or Board decision.  
11
- 12 (c) Unless a party files a timely motion for rehearing, the Agency may assume  
13 continuing jurisdiction to reconsider the issues on appeal, take additional evidence,  
14 and issue a corrected decision ~~to modify or correct a hearing decision~~ until the  
15 expiration of 14 calendar days from the mailing date of the hearing decision.  
16

17 **§823.31. Petition ~~Motion~~ for Reopening.**  
18

- 19 (a) If a party fails to appear for a hearing, the hearing officer may hear and record the  
20 evidence of the party present and the witnesses, if any, and shall proceed to decide  
21 the appeal on the basis of the record unless there appears to be good reason for  
22 continuing the hearing. A copy of the decision shall be promptly mailed to the parties  
23 with an explanation of the manner in which, and time within which, a request for  
24 reopening may be submitted.  
25
- 26 ~~(a) If a party does not appear for an Agency hearing, the party has the right to request a~~  
27 ~~reopening of the hearing within 14 calendar days from the date the Agency decision~~  
28 ~~is mailed.~~  
29
- 30 (b) A party that fails to appear at a hearing may, within 14 calendar days from the date  
31 the decision is mailed, petition in writing for a new hearing before the hearing  
32 officer. The petition should identify the party requesting the reopening and explain  
33 the reason for the failure to appear. The timeliness rules in §823.3 of this chapter  
34 (relating to Timeliness) apply to the petition. The petition shall be granted if it  
35 appears to the hearing officer that the petitioner has shown good cause for the  
36 petitioner's failure to appear at the hearing. ~~The motion shall be in writing and detail~~  
37 ~~the reason for failing to appear at the hearing.~~  
38
- 39 (c) The hearing officer may schedule a hearing on whether to grant the reopening.  
40
- 41 (d) The hearing officer may deny the petition if no good cause is alleged for the party's  
42 nonappearance at the prior hearing.

1 ~~(d) The motion may be granted if it appears to the hearing officer that the party has~~  
2 ~~shown good cause for failing to appear at the hearing.~~

3  
4 **§823.32. Motion for Rehearing and Decision.**  
5

6 (a) A party has 14 calendar days from the date the decision is mailed to file a motion for  
7 rehearing. A rehearing may be granted only for the presentation of new evidence.

8  
9 (b) Motions for rehearing shall be in writing and allege the new evidence to be  
10 considered. The appellant must show a compelling reason why ~~the this~~ evidence was  
11 not presented at the hearing and explain how consideration of the evidence would  
12 alter the outcome of the case.

13  
14 (c) If the hearing officer determines that the motion does not meet the criteria in  
15 subsection (b) of this section, the hearing officer may issue a decision indicating that  
16 they have not been met and that no hearing will be set on the motion.

17  
18 ~~(d)~~(e) If the hearing officer determines that the appellant has met the requirements of  
19 subsection (b) of this section, the hearing officer shall grant the motion and schedule  
20 a hearing to consider the new evidence on the record.~~alleged, new evidence warrants~~  
21 ~~a rehearing, a rehearing shall be scheduled at a reasonable time and place.~~

22  
23 ~~(e)~~(d) The hearing officer shall issue a written decision following the hearing to consider  
24 the evidence on the Motion for Rehearing.

25  
26 ~~(f)~~(e) After the hearing on the Motion for Rehearing, the hearing officer shall issue a  
27 written decision granting or denying the Motion for Rehearing and may affirm,  
28 reverse, leave in effect, void, or modify the prior decision.~~The hearing officer may~~  
29 ~~also issue a decision denying a motion for rehearing.~~

30  
31 **§823.34. Federal Appeals.**  
32

33 (a) Participants and interested or affected parties have a right to appeal to the US  
34 Secretary of Labor when decisions are not issued within the time prescribed or when  
35 an adverse final Agency decision is issued.

36  
37 (b) The US Secretary of Labor will investigate appeals under the following  
38 circumstances:

39  
40 (1) A decision on a grievance or complaint has not been reached:

41  
42 (A) within 60 calendar days of receipt of the grievance or complaint; or

43 (B) within 60 calendar days of receipt of the request for appeal of a local  
44 level grievance and either party appeals to the US Secretary of Labor; or

1                   (2) A state level decision on a grievance or complaint has been reached and the  
2                   party to which such decision is adverse appeals to the US Secretary of Labor.

3  
4                   (c) Participants and interested or affected parties that wish to appeal to the US Secretary  
5                   of Labor must adhere to the following time parameters:

6  
7                   (1) Appeals that are based on subsection (b)(1) of this section must be filed within  
8                   120 calendar days of filing the grievance or timely appeal with the state.

9  
10                   (2) Appeals that are based upon subsection (b)(2) of this section must be filed  
11                   within 60 calendar days of receipt of the state-level decision.

12  
13                   (d) Appeals to the US Secretary of Labor must be submitted by certified mail with a  
14                   return receipt requested. In addition to sending an appeal to the US Secretary of  
15                   Labor, the party must also simultaneously provide a copy of the appeal to the  
16                   opposing party and the US Department of Labor Employment and Training  
17                   Administration regional administrator.

18  
19                   (e) This federal appeals process applies solely to noncriminal grievances and complaints  
20                   under WIOA, Title I.

21  
22                   (f) This process does not apply to filing appeals regarding discrimination, or denial or  
23                   termination of training provider eligibility, for inclusion on the Texas Eligible  
24                   Training Provider List.