Rick Scott



MEMORANDUM

DATE: February 17, 2015

TO: Regional Workforce Board (RWB) Executive Directors

FROM: Lois A. Scott, Chief, Bureau of One-Stop and Program Support

SUBJECT: Employment Service Complaint-Resolution System Handbook

Attached is the updated Employment Service Complaint-Resolution System Handbook for the Florida workforce system. Please share with your staff as appropriate. Please direct any questions or concerns to Christa Nelson at <u>christa.nelson@deo.myflorida.com</u>.

LAS/cnn

Attachment: Employment Service Complaint-Resolution System Handbook

cc: Lois Scott Mike Lynch Marisela Garcia

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