

Rick Scott
GOVERNOR




Jesse Panuccio
EXECUTIVE DIRECTOR

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 christa.nelson@deo.myflorida.com.

LAS/cnn

Attachment: [Employment Service Complaint-Resolution System Handbook](#)

cc: Lois Scott
Mike Lynch
Marisela Garcia