# Vocational Rehabilitation Services Manual A-200: Customer Rights and Legal Issues

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## A-202: Basic Customer Rights

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### A-202-2: Civil Rights Complaints

All discrimination complaints received by VR, either directly from a customer or through an external compliance agency, must be forwarded immediately to the TWC Equal Opportunity (EO) Officer at eo.complaint@twc.texas.gov (Attn: EO Compliance Dept., Fraud Deterrence and Compliance Monitoring Division) by the VR staff member receiving the complaint. Customers can also be referred immediately to the EO hotline at 512-463-2400.

Detailed information about policies, services, and procedures may be found on the EO Compliance Department’s intranet SharePoint page or at [TWC Equal Opportunity is the Law](https://www.twc.texas.gov/equal-opportunity-law).

### A-202-3: Allegations of Abuse, Neglect, or Exploitation

[Texas Family Code §261.101](http://www.statutes.legis.state.tx.us/SOTWDocs/FA/htm/FA.261.htm#261.101) requires an individual who believes that a child's physical or mental health or welfare has been adversely affected by abuse or neglect by any individual to immediately (within 48 hours) report the suspected abuse.

[Texas Human Resources Code §48.051](http://www.statutes.legis.state.tx.us/SOTWDocs/HR/htm/HR.48.htm#48.051) requires a person to make a report if there is cause to believe that a person age 65 or older or a person with a disability is being abused, neglected, or exploited.

To report allegations of abuse, neglect, or exploitation, the person who believes that abuse, neglect, or exploitation has occurred must immediately:

* contact law enforcement if the incident is a threat to health or safety;
* notify their supervisor, manager, or the appropriate contract manager of the allegation; and
* report the incident to the appropriate investigatory agency, as listed in the table below.

When a supervisor, manager, or appropriate contract manager receives a report of suspected abuse, neglect, or exploitation, they must do the following:

* consult with TWC Fraud Deterrence and Compliance Monitoring Division and/or Human Resources for next steps;
* consult with TWC Office of General Counsel (OGC), as appropriate; and
* fill out an RSM-3120, Security Incident Report, on the same day, but no later than 48 hours after the date the allegation was made, and email the report to Incident Reports – RSM, and to his or her supervisor or manager.

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