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

Revised January 15, 2021

## A-202: Basic Customer Rights

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### A-202-5: Customers Requesting Amendments to Their Records

If a customer believes information in the customer's record of services is inaccurate or misleading, the customer may request that Workforce Solution Vocational Rehabilitation Services (TWS-VRS) amend the information, as described in Texas Administrative Code §850.50. The agency will acknowledge receipt of the request and will notify the individual of final action taken. If the information is not amended, the request for an amendment must be documented in the record of services.

### A-202-6: Discrimination Based on Gender Expression and Identity

Texas Workforce Commission (TWC) Vocational Rehabilitation (VR) Division prohibits discrimination against VR customers based on gender identity, gender expression, and sex stereotyping. Lesbian, gay, bisexual, and transgender customers must not be denied access to workforce and training programs due to their gender identity.

Requirements related to the prohibitions on discrimination in the workforce development system are described in US Department of Labor Employment and Training Administration, Training and Employment Guidance Letter No. 27-14, issued May 29, 2015.

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