



## Educator Preparation Program Complaint Process

As defined by Texas Administrative Code 228.70, a candidate or former candidate in an Educator Preparation Program (EPP), an applicant for candidacy in an EPP, an employee or former employee of an EPP, a cooperating teacher, a mentor, a site supervisor, or an administrator in a public or private school that serves as a site for clinical teaching, internship or practicum experiences may submit, in accordance with subsection (c)(1) of this section, a complaint about an EPP for investigation and resolution. The complaint process allows individuals to seek redress in areas where they feel that the program did not fulfill requirements for certification or for actions that the individual feels are wrong.

### Filing a Complaint

- I. First step of the complaint process is to submit a written complaint to the director of the area of concern.

Director of Teacher Education for:

- Admission Policy
- Program Requirements
- Denial of Program Admission
- Individual Student Issue
- Removal from Program
- Certification
- Other

Coordinator of Field Experiences for:

- Field-Based Experiences
- Observation and Feedback
- Clinical Teaching
- Field supervisor
- Site Supervisor

Department Head of Curriculum and Instruction or Department Head of Secondary Areas for:

- Denial of Departmental Screening
- Program Faculty
- Other

- II. If the complaint is not resolved at the first step the second step is to submit a signed written statement of complaints or concerns. A formal written public complaint must include the facts upon which the complaint is based. **Anonymous or unsigned complaints will not be processed.**

These procedures will be followed for response to a formal complaint regarding an issue involving the Educator Preparation Program.

1. The complainant shall initially file a formal complaint using the *TSU-EPS Complaint Form* to the Director of Teacher Education. If the complaint is against the Director of Teacher Education, then the complainant should submit the form to the Dean of the College of Education.  
Director of Teacher Education  
T-0790  
Tarleton State University  
Stephenville, TX 76402
2. The complaint form must be signed and dated by the complainant and submitted within 30 business days of the alleged incident.
3. The director of teacher education will acknowledge receipt of the complaint, and an investigation will be conducted.
4. The director of teacher education shall send a written resolution to the complainant with the outcome(s), reason(s) for the decision, and remedies afforded, if any, and notice of the appeals process.

**III. Appeal**

If the complainant wishes to file an appeal of the resolution, the complainant shall notify the Dean of the College of Education in writing with a copy of the initial complaint form and a copy of the director of teacher education's resolution.

1. The written appeal must be signed by the complainant, and submitted within 10 business days of the director of teacher education's resolution.
2. An investigation shall follow the submission of the appeal; the Dean shall submit in writing to the complainant the outcome(s) of the appeal, reason(s) for the decision, and remedies afforded, if any. The resolution or outcome from the appeal is final.

**IV. TEA Complaint**

If a complainant wishes to report and unresolved complaint to the Texas Education Agency (TEA), the complainant will need to follow the steps outlined on the TEA website,

[http://tea.texas.gov/Texas\\_Educators/Preparation\\_and\\_Continuing\\_Education/Complaints\\_Against\\_Educator\\_Preparation\\_Programs/](http://tea.texas.gov/Texas_Educators/Preparation_and_Continuing_Education/Complaints_Against_Educator_Preparation_Programs/)

**V. Other Complaints**

Complaints unrelated to the educator preparation programs may be submitted through the University Complaint Process, <https://www.tarleton.edu/studentrules/student-grievance.html>