

**University of Texas at Arlington
College of Education
Complaint and Investigation Procedure**

Texas Administrative Code (TAC) §228.70 is for the Texas Education Agency (TEA) staff to maintain a process through which any person associated with a Texas educator preparation program (EPP) may submit a complaint about an EPP, and others, for investigation and resolution.

The University of Texas at Arlington (UTA) College of Education (COEd) EPP encourages all to discuss or email their concerns and complaints through informal conferences with their respective department. Concerns should be expressed as soon as possible to allow early resolution. If a complaint fails to reach an outcome requested by the candidate, he/she may initiate a formal written complaint described below. Another form is available for grade appeals.

Any person associated with the UTA COEd who wishes to file a complaint may do so by completing the complaint form on the bottom. The complaint form should be filled out in its entirety then emailed to the chair of the applicable department; either the COEd Department of Curriculum of Instruction or the COEd Department of Educational Leadership and Policy Studies.

All complaints filed against UTA's COEd must be in writing on this form. The complaint must clearly state the facts that are the subject of the complaint. Anonymous complaints will not be accepted or investigated.

Complete the form and provide it to the appropriate department chair. The department chair will investigate the complaint and then email a summary of the results of the investigation and corrective actions, if appropriate, to the complainant within five working days.

If the complaint is not satisfied with the department chair's attempts to resolve the complaint, he/she may forward the complaint to the COEd Dean. The COEd Dean will investigate the complaint and report the results of the investigation and any corrective actions, if appropriate, to the complainant within 10 working days.

If the complainant is not satisfied with the COEd Dean's results of the investigation, he/she may forward the complaint to the Texas Education Agency,
https://tea.texas.gov/Texas_Educators/Preparation_and_Continuing_Education/Complaints_Against_Educator_Preparation_Programs/.

Texas Education Agency
Educator Certification & Testing
WBT 5-100
1701 North Congress Ave
Austin, TX 78701-1494

Please provide complete details associated with your complaint in the space below. You must include names, dates, contact information, and any other information that will assist you in your investigation. You may attach any supporting documentation in your email to your department chair.

Your Name _____ Date _____

Your UTA ID Number, if applicable _____ Your email address _____

Your Signature _____