

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

**Overview**

Texas Administrative Code (TAC) requires 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 for investigation and resolution. All stakeholders associated with the EPP, including an applicant for candidacy within the EPP, employees or former employees of the EPP, cooperating teachers, host teachers, mentors, site supervisor, and others, may file complaints. The goal of this policy and procedure is to provide a process for stakeholders associated with the EPP to file and have complaints resolved in a timely manner at the EPP level prior to escalating complaints to TEA.

**Informal Resolution Process**

UTA's EPP encourages all stakeholders to discuss their concerns with the appropriate EPP representative who has the authority to address the concerns. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible level. Even after initiating the formal complaint process, stakeholders are encouraged to seek informal resolution of their concerns. A stakeholder whose concerns are resolved may withdraw a formal complaint at any time.

**General Provisions for Filing a Complaint**

**A separate form is available for grade grievances; please contact the COEd Advising Office for information on that process.**

Anonymous or unsigned complaints will not be processed. Complaints arising out of an event or a series of related events shall be addressed in one complaint. A stakeholder shall not file separate or serial complaints arising from any event or series of events that have been or could have been addressed in a previous complaint.

All complaints must be filed in a timely manner, as described in the Complaint Procedures section below. Complaint forms and appeal notices must be filed through electronic communication, including email and fax, or by U.S. Mail. Please note that not all complaints fall under the authority of the UTA EPP.

*Mailing Address:*

5th Floor, Hammond Hall, 701 Planetarium Place

Box 19227, Arlington, TX 76019-0227

## **Complaint and Appeal Form**

Complaints and appeals under this policy shall be submitted on the EPP complaint form. Copies of any documents that support the complaint should be attached to the complaint form. If the stakeholder does not have copies of these documents, the complaint should specify where the documents can be found and accessed. After the complaint has been filed, no new documents may be submitted. A complaint or appeal form that is incomplete in any material aspect may be dismissed but may be refiled with all the required information if the refiling is within the designated time period listed below.

## **Complaint Procedures**

### *Level 1: Director of Student Services, College of Education*

- At Level 1, the EPP complaint form should be completed and filed with the Director of Student Services. All forms must be filed within 15 days of the date the stakeholder first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance. If the complaint is not filed with the appropriate EPP representative, the receiving EPP representative must note the date and time the complaint form was received and immediately forward the complaint form to the appropriate EPP representative.
- The Director of Student Services may request additional information from the stakeholder or from other individuals.
- Within 10 business days of receiving the complaint, the Director of Student Services will send to the stakeholder a copy of the original complaint and the proposed resolution. If the resolution is not satisfactory, the Director of Student Services will provide the stakeholder with instructions to send those documents to the Level 2 representative for an appeal.

### *Level 2: Associate Dean for Academic Affairs, College of Education*

- If the stakeholder wishes to appeal the Level 1 decision or if the time for a response has expired, the stakeholder may appeal the decision with the Associate Dean for Academic Affairs or designee.
- The EPP complaint form must be sent to the Associate Dean of Academic Affairs within ten days of the date of the written Level 1 response or, if no response was received, within ten days of the Level 1 response deadline. After receiving notice of the appeal, the Level 1 EPP Representative shall prepare and forward a record of the Level 1 complaint to the Associate Dean for Academic Affairs or designee along with all related documents and information. The Level 1 record shall include:
  - The original complaint form and any attachments.
  - All other documents submitted by the stakeholder at Level 1.
  - The written response issued at Level 1 and any attachments.
  - Any additional documents used by the Director of Student Services in Level 1.
- In reaching a decision, the Associate Dean for Academic Affairs or designee may consider any relevant documents or information that may help resolve the complaint. The

Associate Dean for Academic Affairs or designee shall provide the stakeholder a written response within ten days following the filing of the appeal.

- If the resolution is not satisfactory, the Associate Dean for Academic Affairs will provide the stakeholder with instructions to send those documents to the Level 3 representative.

### *Level 3: Dean of the College of Education*

- If the stakeholder did not receive the relief requested at Level 2 or if the time for a response has expired, the stakeholder may appeal the decision with the Dean of the College of Education or designee.
- The appeal notice must be filed in writing, on a form provided by the EPP, within ten days of the date of the written Level 2 response or, if no response was received, within ten days of the Level 2 response deadline. After receiving notice of the appeal, the Level 2 EPP Representative shall prepare and forward a record of the Level 2 complaint to the Dean of the College of Education or designee along with all related documents and information. The stakeholder may request a copy of the Level 2 record. The Level 2 record shall include:
  - The original complaint form and any attachments.
  - All other documents submitted by the stakeholder at Level 1 and Level 2.
  - The written response issued at Levels 1 and 2 and any attachments.
  - Any additional documents used by the Director of Student Services in Level 1.
- In reaching a decision, the Dean of the College of Education or designee may consider any relevant documents or information that may help resolve the complaint. The Dean of the College of Education or designee shall provide the stakeholder a written response within ten days following the filing of the appeal.

### **Complaints to the Texas Education Agency**

If the stakeholder is not satisfied with the complaint process or outcome, the stakeholder may file a complaint against the EPP with the Texas Education Agency. Consult the official [Texas Education Agency complaint process](#).