

East Texas Baptist University Educator Preparation Program

Complaint Process

The School of Education policy is to **provide an avenue for a candidate, employee, former employee, cooperating/mentor teacher, school administrator to make an informal or formal complaint when deemed necessary.** We encourage the resolution of complaints **through timely communication at near the point of origin in order to be addressed in a timely and effective manner.**

- If the complaint is **concerning courses** offered by **School of Education** – direct your **concerns to the professor directly responsible for teaching the course.**
- If the complaint is **concerning the program/decisions** offered by **School of Education** – direct concerns to the **appropriate department chair.**

If party is not satisfied with the outcome of this informal process, then a **formal written complaint should be completed and submitted to the office of the Dean of the School of Education within a timely manner.** This office will maintain a record of all formal written complaints linked to all Educator Preparation Program components from: applicants, employees, former employees, cooperating/mentor teachers, administrators of schools.

Formal Complaint Process

1. **Formal written complaint form – completed by complainant** including clear description of the complaint, dates connected to cause for complaint, and description of desired outcome or solution.
(form can be obtained from our **School of Education office and on our Teacher Ed webpage.**)
2. **Formal Meeting - within 10 working days** – from the written complaint being received, the Dean's office or Department Chair will set up a meeting with: all parties linked to complaint. Copy of form submitted by **complainant** and outcome will be written and sent to the office of Academic Affairs AND party registering a complaint.
3. **Within 3 working days** – Office of Academic Affairs will send written acknowledgement of receipt of complaint to the concerned party. **If Resolution Has Not Been Achieved:**
4. **Vice President of Academics and Graduate Services will:**
 - try to come to an agreeable conclusion between all parties involved by meeting with them OR
 - assign a special committee or standing university committee to rule on complaint – which if used, will present a ruling on party's written complaint **within 30 calendar days of receipt of the complaint form.** The **Vice President of Academics and Graduate** will inform in writing (or by email) of the final **decision to the following:**

Party filing the complaint	Dean of the School of Education
Appropriate Department Chair	Office of Student Affairs

If an issue cannot be resolved internally through our Complaint process, one may file a complaint with the Texas Higher Education Coordinating Board and/or the **Texas Education Agency website at:**

http://tea.texas.gov/About_TEA/Laws_and_Rules/NCLB_and_ESEA/Other_NCLB_laws_and_rules/Complaint_Process/

In case of evidence that appears to support the University's non-compliance with a requirement or standard of accreditation – the following entity may be contacted: Southern Association of Colleges/Schools-Commission on Colleges 1866 Southern Lane Decatur, GA 30033-4097 (404) 679-45600

TEA Protocol: **The violation triggering the complaint cannot have occurred more than one year prior to the date that the complaint is received,** unless a longer period is reasonable because the violation is considered systemic or ongoing.

A **complaint is a written allegation that** a school, school district, other agency authorized by a school district or the TEA, or the TEA itself **has violated the law in the administration of education programs.**

A **complaint may be filed by an individual, organization or agency** if that individual, organization or agency **believes an offending entity is violating a federal statute or regulation that applies to an education program.**

East Texas Baptist University Educator Preparation Program
Complaint Process Form

Date of Submission _____

Complete legal name of student/party filing complaint (printed) _____

Student's/Party's Phone No. _____

Signature of student/party filing complaint _____

Student's/Party's Mailing Address _____ Email: _____

Complainant's Role Today's Date

School Information: School District/City/Campus/University.

Date of Informal Conference:

Parties Involved in Informal Conference _____

Below: State the nature of problem that was not able to be resolved when an informal conference was held

Clear and Specific Description of Formal Complaint (**be sure to include date(s), time(s), place(s) & relevant facts**)
Attach relevant information related to your complaint.

Statement of your efforts to resolve the problem prior to this complaint process being needed.

Statement of your desired outcome or solution

Report of Final Action Determined/Taken

Date Received in the Dean's Office _____

For Administrative Purpose Only:

Dean of the School of Education _____

Date Sent to Complainant _____

Date Sent to Office of Academic Affairs _____

Date Office of Acad. Affairs Notified Complainant of Receipt _____

Academic Vice President Action: _____ Meeting Date/All Parties _____

Refer to Special/University Committee _____

Outcome: _____ Date sent to Complainant _____

Decision to Refer to President: Meeting Date/Parties _____

Final Decision - Sent to Complainant _____

Unresolved complaints through our Education Preparation Complaint Process can be referred to the Texas Education Agency.