



Department of Education

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

A formal public complaint is a signed written statement of complaints or concerns regarding the service provided by employees of the Department of Education-Educator Preparation Programs. 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 Department of Education Educator Preparation Programs.

1. The complainant shall initially file a formal complaint using the *WTAMU-EPP Complaint Form* to the Head, Department of Education. If the complaint is against the Department Head, then the complainant should submit the form to the Dean of the College of Education.
Head, Department of Education Old Main, Room 416
WT Box 60208 Fax: 806.651.3610
Canyon, TX 79016
2. The complaint form must be signed and dated by the complainant and submitted within 30 business days of the alleged incident.
3. The department head will acknowledge receipt of the complaint, and an investigation will be conducted.
4. The department head shall send a written resolution to the complainant with the outcome(s), reason(s) for the decision, any remedies afforded, if any, and notice of the appeals process.

Appeal

If the complainant wishes to file an appeal of the resolution, the complainant shall notify the Dean of the College of Education and Social Sciences in writing with a copy of the initial complaint form and a copy of the department head's written resolution.

1. The written appeal must be signed by the complainant, and submitted within 10 business days of the department head'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.

TEA Complaint

If a complainant wishes to report an 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/

Other Complaints

Complaints unrelated to the educator preparation programs may be submitted through the University Complaint Process, <http://www.wtamu.edu/student-support/complaint-process.aspx>.

Please use a current version of Acrobat Reader to complete this form.

Complainant Contact Information

Name: _____ Student ID: _____

Mailing Address: _____ City, State: _____

Personal Phone: _____ Work Phone: _____ Email: _____

Complainant's Role:

- Applicant Candidate Former Candidate Employee
 Former Employee Cooperating Teacher Mentor Teacher Site Supervisor
 Administrator of public or private school (provide district/campus information below)

School Information (site for field experiences, clinical teaching, internship, or practicum)

District: _____ Campus: _____

Mailing Address: _____ City, State: _____

Phone: _____ Extension: _____ Website: _____

Principal Name: _____

Complaint Description

Certain information is necessary for the Department of Education to review a complaint. Please fill out this form carefully and as completely as possible. WTAMU can only accept complaints that allege a violation of an issue over which the WTAMU Educator Preparation Program has the jurisdiction or authority to regulate. The complaint form must be submitted within 30 business days of the alleged violation.

Please select all areas that apply.

- | | | |
|--|--|---|
| <input type="checkbox"/> Admission Policy | <input type="checkbox"/> Denial of Program Admission | <input type="checkbox"/> Removal from Program |
| <input type="checkbox"/> Program Requirements | <input type="checkbox"/> Program Faculty | <input type="checkbox"/> Certification |
| <input type="checkbox"/> Field-Based Experiences | <input type="checkbox"/> Clinical Teaching | <input type="checkbox"/> Internship |
| <input type="checkbox"/> Practicum | <input type="checkbox"/> Field Supervisor | <input type="checkbox"/> Site Supervisor |
| <input type="checkbox"/> Observation & Feedback | <input type="checkbox"/> Individual Student Issue | <input type="checkbox"/> Other |

All fields are required.

Describe the alleged violation (nature of the problem). Please be concise and specific as you summarize the complaint within the space provided.

Describe the facts on which the allegation is based; include significant dates and events related to the allegation. Please be specific.

List the documents that you wish to attach to support the described facts.

Describe your efforts to resolve the complaint in other ways.

Provide additional information to consider.

Complainant's Signature (anonymous or unsigned complaints will not be processed)

Date

Submit in person, by fax, or by postal mail: Department of Education
WT Box 60208
Canyon, TX 79016
Old Main, Room 416
Fax: 806.651.3610

This student complaint procedure complies with Texas Administrative Code (TAC) §228.70. Not all complaints fall under the authority of WTAMU Educator Preparation Programs. WTAMU has jurisdiction to investigate allegations of noncompliance regarding specific laws and rules, generally related to state and federal requirements. Complaints may address Educator Preparation Program requirements listed in Texas Administrative Code (TAC) §§ 227, 228, 229, ethics (TAC 247), fingerprinting (TAC §§227, 232), and certification (TAC §§230, 231, 232, 239, 241, 242).

Office Use Only

Date Received	Date Candidate Verified (if applicable)	Acknowledge Receipt to Candidate Date	Date Written Response Sent