

DREEBEN SCHOOL OF EDUCATION

TEACHER EDUCATION PROGRAM COMPLAINT PROCEDURE GUIDELINES

The University of the Incarnate Word's Teacher Education Program is committed to maintaining a high quality, field-based program which adheres to specific laws and rules, generally related to state and federal requirements, set forth by the Texas Education Agency. Procedure guidelines allows an applicant, candidate, employee or former employee of the Teacher Education Program, a cooperating teacher, mentor, or an administrator in a school district, charter school or private school to submit a complaint about the Teacher Education Program for investigation and resolution in a timely and effective manner.

The following is a summary of the procedure guidelines that explain the process an individual must follow in registering a complaint:

1. Hold an informal meeting with the Director of the Teacher Education Program to resolve the complaint.

If the complaint is not resolved, the complainant may decide to initiate a formal conference with the Director of the Teacher Education Program for the record.

2. Hold a formal conference with the Director after filling out Part I of the Conference Documentation Form.

If the complaint is still not resolved to the satisfaction of the complainant, the complainant shall have the right to appeal a decision in writing to the Dean of the Dreeben School of Education.

3. Initiate the process of appealing to the Dean by completing the form called the Appeal Form for Teacher Education Program Complaints.

4. Appeal the Dean's decision to the Texas Education Agency, if appropriate.

The Texas Education Agency has the jurisdiction to investigate allegations of noncompliance regarding specific laws and rules. 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). The Texas Education Agency does not have jurisdiction over complaints related to contractual arrangements with an Educator Preparation Program, commercial issues, obtaining a higher grade or credit for training, or seeking reinstatement to an Educator Preparation Program.

I understand the basic 4-step process for resolving a complaint related to the Teacher Education Program and realize that for further details I must read the Procedure Guidelines and Forms I have received. I also understand that the Dean of the Dreeben School is the appropriate administrator for making the final decision on the appeal. However, I understand that I am entitled to appeal the Dean's decision to the Texas Education Agency at <http://tinyurl.com/TEA-complaint>, if appropriate.