



## Complaint Procedures for Students

The Texas Education Agency (TEA) governs several boards and operates under the rules and regulations called the Texas Administrative Code (TAC). In order to file a complaint, one must be in accordance with TAC Chapter 228.70 Complaints and Investigations (b) (4).

No matter what the nature of the complaint, step 1 is to contact the Program Director of the Educator Preparation Program (EPP) in Annette Caldwell Simmons School of Education and Human Development – Nancy Roberts-- ([nhroberts@smu.edu](mailto:nhroberts@smu.edu)) and if requested, to submit the complaint in writing.

### **Types of Complaints:**

#### **Educator Preparation Program (EPP)**

If the complaint is in regard to any aspect of the program or anyone associated with the program, once the EPP committee has heard and received the written submission describing the complaint, the EPP committee will review it and respond within two weeks with a resolution.

#### **Educational Testing Service (ETS)**

If the complaint is in regard to any aspect of TExES test registration, administration, scoring, etc., once the EPP committee has heard and received the written submission, the committee will review it and respond within two weeks with a resolution or instructions for contacting the testing service.

#### **State Board for Educator Certification (SBEC) / TEA**

If the complaint is in regard to any aspect of state certification requirements or anyone associated with SBEC/TEA, once the EPP committee has heard and received the written submission, the committee will review it and respond within two weeks with a resolution or instructions for directing the complaint to the appropriate department/persons.

For details about the TAC 228.70 complaint procedures, go to <http://tea.texas.gov/WorkArea/linkit.aspx?LinkIdentifier=id&ItemID=25769818261&libID=25769818364>