



Educator Preparation Program

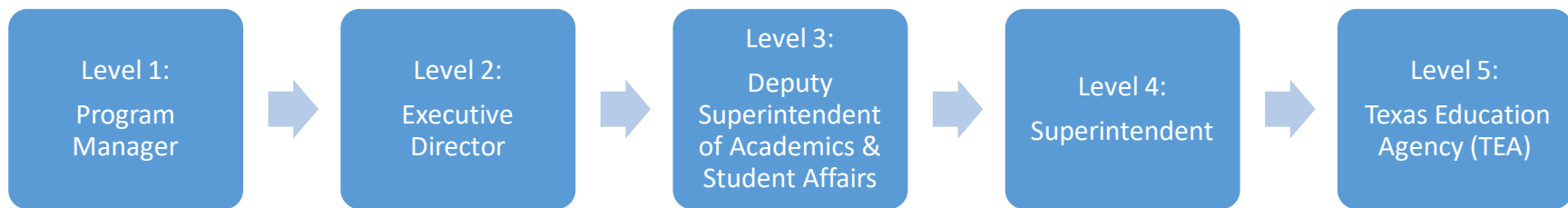
Steps to Filing a Complaint with the Texas Education Agency

Filing a Formal Grievance: In the event that anyone feels the informal process is not effectively remediating concerns, they may begin the formal EPP Grievance Process. The Formal Grievance process begins at the programmatic level with the Program Manager. All formal grievances are to be filed in a timely manner.

Grievance documents must be hand delivered to the ILTexas EPP Office and logged in for documentation purposes by the Executive Assistant. The Program Manager will provide a written response to the appeal within **ten business days** of receipt.

Anyone wishing to file a formal grievance should submit the following detailed information in writing:

- Complainant's Name
 - Address
- Telephone Number
 - Specific Dates
- If possible, names of other persons involved regarding specific remedies sought



The official TEA complaint process can be found at <https://tea.texas.gov/about-tea/contact-us/complaints-and-investigations>. Not all complaints fall under the authority of TEA. TEA 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) in Chapters 227, 228, 229, ethics (TAC 247), fingerprinting (TAC 227, 232) and certification (TAC 230, 231, 232, 239, 241, 242).

All complaints filed with TEA must be in writing.