

Teaching Excellence Complaint Policy

Occasionally, stakeholders associated with the Teaching Excellence Program [hereinafter “Stakeholders”] are not sure how to raise a concern or, after having raised a concern, do not feel heard. This process provides those employees with a pathway for raising and resolving a concern. Whenever possible, it is best to resolve concerns at the administrative level closest to the employee (e.g. ACP Coordinator, Manager of Program, and/or Senior Director).

For purposes of this policy, the term “**Stakeholder**” is defined as a candidate or former candidate in the Teaching Excellence Program, an applicant for candidacy in the Teaching Excellence Program, an employee or former employee of the Teaching Excellence Program, a cooperating teacher, a mentor, or an administrator associated with the Teaching Excellence Program.

This policy does not create any new or additional rights. An individual should follow the steps below if he/she has:

1. A concern alleging a violation of a rule or statute related to educator preparation programs, or the rules of the Teaching Excellence program, his/her certification, hours or conditions of development, or other programmatic concerns;
2. Specific allegations of unlawful discrimination or harassment on the basis of sex, race, religion, national origin, age, disability, pregnancy, or veteran status; or
3. Specific allegations of unlawful retaliation for having raised a concern in good faith that is covered by this policy.

Individuals may have representation at any of the meetings conducted as part of this complaint policy. A Stakeholder may not designate a representative who claims the right to strike. If a Stakeholder obtains representation, all costs associated with the representation will be borne by the Stakeholder.

Step 1: Attempt to resolve the concern or allegation informally within 5 business days. If that is not possible or successful, then proceed to Step 2.

Step 2: Any Stakeholder who proceeds to Step 2 must provide a written statement of the concern or allegation and the proposed resolution of the concern or allegation within 5 business days from the date of the alleged action/decision that formed the basis of the concern to the Manager of Certification, Manager of Program, and/or Senior Director via downloading and submitting the following form:

<http://www.yesprep.org/sites/default/files/file-downloads/TE%20Complaint%20Resolution%20Form.docx>

The proposed resolution must be something that can be lawfully granted. If the concern or allegation contained in the written statement of concern alleges unlawful treatment, discrimination, or harassment, or a violation of a rule or statute related to educator preparation programs, or a violation of the rules of the Teaching Excellence program, an investigation will be conducted. If a Stakeholder is dissatisfied with the outcome of the investigation, the Stakeholder can utilize this policy and may proceed with the complaint by filing a complaint within 5 business days after receiving notice of the decision or resolution of the investigation.

The Senior Director, or immediate supervisor, will schedule a meeting with the individual raising the concern within 7-14 business days after receiving the written statement of concern. If resolution is not reached, then the individual may proceed to Step 3.

Step 3: If the Stakeholder is dissatisfied with the outcome of the decision rendered at Step 2, the Stakeholder may proceed to Step 3. If an individual decides to proceed to Step 3, he/she must provide written notification of the desire to proceed to Step 3 within 5 business days after receiving notice of the proposed decision or resolution by the Senior Director, or immediate supervisor. No new information or concerns may be raised that were not raised in the written explanation provided in Step 2 and the appeal of the resolution will be reviewed only to determine whether the prior proposed decision or resolution was meritorious.

A conference will be held within 10 business days of receiving notice of the desire to proceed to Step 3. The conference will be held before a member of the Teaching Excellence team, the Stakeholder's direct manager, and up to one of the Stakeholder's designations. The Senior Director will reach a decision or resolution regarding the concern after hearing all information presented in the conference. The decision rendered at Step 3 is the final administrative action with YES Prep Public Schools, Inc. The Stakeholder has the right to file a complaint with the Texas Education Agency using the website or contact information below.

Texas Education Agency (TEA) Complaints Management

Website: http://tea.texas.gov/About_TEA/Contact_Us/Complaints/TEA_Complaints_Management/

Email: ComplaintsManagement@tea.texas.gov

Phone: 512.463.9734

Address: 1701 N. Congress Avenue, Austin, Texas, 78701