KATY ISD TEACH

ALTERNATIVE CERTIFICATION PROGRAM

Complaints Resolution

(For Alternative Certification Program Candidates ONLY)

We encourage ACP candidates to seek complaint resolution with the appropriate Katy ISD TEA+CH Alternative Certification Program staff as early as possible to resolve any issues which arise. If the issue is unable to be resolved at this level, the ACP candidate must file a written complaint with the EPP and Recruitment Coordinator within 15 business days of the reported incident. The contact information for the EPP and Recruitment Coordinator is KathrynMShields@katyisd.org. If a resolution is not agreed upon, the written complaint will be addressed by the Assistant Superintendent of Human Resources, who will have final determination of the resolution. The contact information for the Assistant Superintendent of Human Resources is NetaYHill@katyisd.org. If the determined resolution is not satisfactory to the candidate, a formal complaint may be filed with TEA.

TEA has a formal complaint process for candidates in Educator Preparation Programs. You may submit a complaint to TEA by fax at 512-475-3665 or by email at complaintsmanagement@tea.texas.gov. You may consult the official TEA website for further information on their complaint process at http://tea.texas.gov/about_TEA/Contact_Us/Complaints/Complaints.

How to File a Complaint

1. Discuss the situation directly with the other person involved.
2. If a resolution has not been reached, then discuss the situation directly with the candidate supervisor. In most cases, this will be the candidate's EPP Curriculum, Training, and Field Supervisor.
3. If satisfactory resolution is not reached, the complaint should then be submitted in writing within 15 business days to the EPP and Recruitment Coordinator, Katye Shields, at KathrynMShields@katyisd.org. The EPP and Recruitment Coordinator will meet with the candidate within 10 business days and provide a written response including a resolution within 10 business days from the meeting date.
4. If a resolution is not agreed upon, the written complaint will be addressed by the Assistant Superintendent of Human Resources, Dr. Neta Hill, at NetaYHill@katyisd.org, who will have final determination of the resolution. The Assistant Superintendent of Human Resources will meet with the candidate within 10 business days and provide a written response including a resolution within 10 business days from the meeting date.
5. If satisfactory resolution is not reached by working with these individuals, the candidate may then direct the complaint to the Texas Education Agency. See the TEA website for their complaint procedures and a General Complaint Form at http://tea.texas.gov/About_TEA/Contact_Us/Complaints/Complaints/.