



Dreeben School of Education

Teacher Education Program Complaint Procedure Policy and Guidelines

Texas Administrative Code: 19 TAC §228.70 (b)

The University of the Incarnate Word's Teacher Education Program is committed to maintaining a high-quality, field-based program that adheres to specific laws and rules, generally related to state and federal requirements, set forth by the Texas Education Agency. The UIW Complaint Procedure Policy and Guidelines allow an applicant, candidate, current/former employee, school representative to submit a complaint about the Teacher Education Program for investigation and resolution in a timely and effective manner.

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

STEP 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. The complainant is provided with the full DSE Teacher Education Department's Complaint Procedure Guidelines which include the Formal Conference Documentation Form and the Appeal Form for Teacher Education Program Complaints.

STEP 2: Hold a formal conference with the Director of Teacher Education after completing Part I of the Formal 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 to the Dean of the Dreeben School of Education.

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

If the complaint is still not resolved to the satisfaction of the complainant, the complainant shall have the right to appeal a decision to the Texas Education Agency.

STEP 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. I also understand the DSE Teacher Education Department's Complaint Procedure Guidelines provide additional details for the full complaint process. I recognize the Dean of the Dreeben School is the appropriate university administrator who will make the final decision on any appeal, and that I am entitled to appeal the Dean's decision to the Texas Education Agency. [TEA Complaints Against Educator Preparation Programs](#)