



## College of Education Complaint Procedure for Educator Preparation Program

Students experiencing a concern with a faculty member are encouraged to speak with an instructor as soon as possible. Texas A&M International University (TAMIU) maintains a student complaint process whereby students may resolve an issue with a faculty member. This process is outlined in Appendix H of the Student Handbook.

<http://www.tamiau.edu/studentaffairs/AppendixHComplaint1.2.shtml>

The TAMIU College of Education has established the following procedures for responding to complaints filed by an applicant for candidacy in an Educator Preparation Program (EPP), an employee or former employee of an EPP, a cooperating teacher, a mentor, or an administrator in a school district, charter school, or private school.

### Filing a College of Education Complaint

A formal complaint is a signed written statement of complaints or concerns relating to the University's EPP. Complaints must be submitted in writing, using the designated form and should include any supporting documentation. Complaints must be addressed to the Associate Dean, Office of the Dean, College of Education and mailed to:

Associate Dean  
Office of the Dean  
Texas A&M International University  
College of Education  
Sue and Radcliffe Killam Building, 429  
5201 University Boulevard  
Laredo, TX 78041

Complaints may also be faxed to:  
Office of the Dean  
College of Education  
Fax: (956) 326-2419

The College of Education will acknowledge receipt of the complaint within 10 business days. The complaint will be reviewed and addressed by the Associate Dean of the College of Education.

The Associate Dean of the College of Education will provide a written response to you within 20 business days of receipt of the complaint. The response will include either (a) a summary of the resolution of the complaint or (b) an estimated timeline for resolving the complaint if the College of Education is unable to complete the review within 20 days.

TAMIU maintains EthicsPoint, a reporting system that is intended to offer an additional means of reporting to individuals unable to use existing reporting procedures. Employees, students, and other University stakeholders are encouraged to utilize and resolve complaints and concerns through established channels. Sometimes, however, use of these options is not always a possibility. In such cases, persons are encouraged to utilize the Risk, Fraud and Misconduct Hotline.

<https://secure.ethicspoint.com/domain/media/en/gui/20500/index.html> or calling 888-501-3850.

### Appeal Process

Complainants not satisfied with the resolution may appeal the resolution to the Dean of the College of Education. Appeals must be in writing within 5 business days of receipt of the resolution and state the basis for the appeal.

Complainants not satisfied with the resolution of their complaint through the University may file a complaint against the University EPP with the Texas Education Agency (TEA). The official TEA complaint process can be found at [http://tea.texas.gov/Texas Educators/Preparation and Continuing Education/Complaints Against Educator Preparation Programs/](http://tea.texas.gov/Texas_Educators/Preparation_and_Continuing_Education/Complaints_Against_Educator_Preparation_Programs/)



# College of Education Complaint Form

## Section I: Complainant's Contact Information

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Last Name

First Name

Middle Name

Mailing Address

City, State, Zip

Phone Number

Email

Additional Contact  
Information

## Section 2: Complainant's Role

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Student

Employee

Former Student

Cooperating Teacher

School Administrator

Other: \_\_\_\_\_

## Section 3: Describe the Nature of the Complaint

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Date Incident Occurred: \_\_\_\_\_

Name(s) of People Involved: \_\_\_\_\_  
\_\_\_\_\_

Location of the Incident: \_\_\_\_\_  
\_\_\_\_\_

Description of Incident: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

