College of Education Complaint Procedure for Educator Preparation Program

Student experiencing a concern with a faculty member are encouraged to speak with their instructor as soon as possible. Texas A&M International University 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.tamiu.edu/studentaffairs/AppendixHComplaint1.2.shtml

The Texas A&M International University 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
College of Education
Sue and Radcliffe Killam Building, 429
5201 University Blvd.
Laredo, TX 78045

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 your complaint within 10 business days. Your 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 your 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 an 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, utilizing 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 and state the basis for an 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. The official Texas Education Agency complaint process can be found at http://tea.texas.gov/Texas_Educators/Preparation_and_Continuing_Education/Complaints_Against_Educator_Preparation_Programs/