

Grievance and Complaint Procedure for the Educator Preparation Program (EPP)

Students who have a grievance may seek resolution without fear of retaliation. If a student has a concern, they should speak to the course instructor or field supervisor as soon as possible. If the concern is academic in nature, especially a final course grade, students must follow the university *Academic Appeals by Students Policy*: <https://www.sfasu.edu/docs/policies/6.3.pdf>. For problems other than academic issues, students who have a grievance with the Educator Preparation Program (EPP) should address it with the mentor teacher or field supervisor first, the Chair of the Department or Director of the School second, and then the Office of the Dean. This website contains additional information for students who have complaints or questions:

<https://www.sfasu.edu/deanofstudents/student-resources/report-it>.

If any stakeholder has a complaint regarding the EPP that they wish to report to the Texas Education Agency (TEA), they must first provide a written copy of the complaint to the faculty involved (when applicable) using the SFA EPP Complaint Form. If the issue is not resolved, the chain of communication would be the program coordinator, the department head, the Associate Dean of Assessment and Accountability, the Dean of the College of Education, and finally a committee from the Professional Educator's Council. The Associate Dean of Assessment and Accountability will be responsible for following-up with the student regarding the status of the complaint. If the entire process does not result in resolution of the issue, the stakeholder may then forward the written complaint to TEA.

Complainants may contact TEA staff directly at:

ComplaintsManagement@tea.texas.gov

Cross-Reference: Texas Administrative Code 228.70

TEA Complaints Management:

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