

# University of Houston Clear Lake

## Educator Preparation Program

### Complaint Resolution Procedures

According to the Texas Administrative Code (TAC), Title 19, Part 7, Chapter 228.70 – Requirements for Educator Preparation Programs (EPP) - Complaints and Investigations Procedures section, the Texas Education Agency (TEA) has a process by which a complainant may submit a complaint about an EPP for investigation and resolution. TEA requires each EPP to develop Complaint Procedures and inform complainants of how to report concerns they have with the EPP, when it is appropriate to contact TEA and how to contact TEA. The full rules are outlined in the Texas Administrative Code at, [Texas Administrative Code \(state.tx.us\)](https://www.texas.gov/legislation/tac)

#### Responsibilities of the Educator Preparation Program and University

Per TEA, all EPPs have the following responsibilities in providing complaint procedures:

1. The EPP shall **adopt and send to TEA staff**, for inclusion in the EPP's records, a **complaint procedure** that requires the EPP to timely attempt to resolve complaints at the EPP level before a complaint is filed with TEA staff.
2. The EPP shall **post on its website** a link to the TEA complaints website and information regarding how to file a complaint under the EPP's complaint policy.
3. The EPP shall **post a notification at all of its physical site(s)** used by employees and candidates, in a conspicuous location, information regarding filing a complaint with TEA staff in accordance with subsection (c)(1) of this section.
4. Upon request of an individual, the EPP shall **provide information in writing regarding filing a complaint** under the EPP's complaint policy and the procedures to submit a complaint to TEA staff in accordance with subsection (c)(1) of this section.

By law, all Texas state agencies already address customer service in their 'Compact with Texans' policies, which they have submitted to the state. In accordance with Texas Government Code, Title 10, Subtitle C., Chapter 2114.006, Customer Service, [Texas Government Codes](https://www.texas.gov/legislation/tgcs).

UHCL has 'Compact with Texans' policies on file and posted at the UHCL website to address customer service and complaints: [Compact with Texans](#). UHCL's EPP complaint procedures follow the UHCL Compact with Texans policies.

## Publicizing Complaint Procedures

UHCL has posted on its College of Education website, in the College of Education Advising offices and at the Pearland campus, the following required information:

### Complaint Resolution Process

For Educator Preparation Program (EPP) issues or complaints, contact the College of Education Office of Academic Advising by email, [education@uhcl.edu](mailto:education@uhcl.edu), or phone, 281-283-3600. If the issue is not resolved, contact the **College of Education, Associate Dean**, Dr. Terry Shepherd, by email, [shepherd@uhcl.edu](mailto:shepherd@uhcl.edu) or phone, 281-283-3620. For further information on UHCL's EPP complaint procedures see, "Complaint Procedures," under General Information at [UHCL Student Resources](#).

For steps to follow in contacting the Texas Education Agency with a complaint about this EPP, see [TEA Complaints Management](#).

The following handout is posted on the College of Education website and given out to anyone requesting written instructions for filing a complaint about the UHCL Educator Preparation Program.

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### How to File a Complaint

The University of Houston-Clear Lake (UHCL) encourages informal resolution of complaints as the most effective solution to problems. Before filing a formal complaint with the UHCL Educator Preparation Program (EPP), individuals are encouraged to first discuss the situation directly with the other person involved, and then with the other person's supervisor if a resolution has not been reached.

Individuals needing assistance with directing their complaints or understanding the proper procedures may consult with the Dean of Students, in the [Dean of Students Office](#), Student Services and Classroom Building, Suite 1201, phone (281) 283-2567. Complainants are invited to submit their complaints in writing, in person, via e-mail, or by telephone to the appropriate office.

Follow these steps of UHCL's Compact with Texans, when filing a complaint about the EPP:

Step 1. Discuss the situation directly with **the other person** involved. See UHCL's Compact with Texans, (per Government Code, Title 10, Subtitle C., Chapter 2114. Customer Service), [Texas Government Codes](#).

Step 2. If a resolution has not been reached, then discuss the situation directly with the **other person's supervisor**. You may contact the **COE Associate Dean**, Dr. Terry Shepherd, at [shepherd@uhcl.edu](mailto:shepherd@uhcl.edu) or phone, 281-283-3620. Professional certificate candidates should contact the program coordinator, and then the department chair.

Step 3. If satisfactory resolution is not reached in a timely manner, the complaint should then be directed to the **COE Dean**, Dr. Joan Pedro, [education@uhcl.edu](mailto:education@uhcl.edu), or phone, 281-283-3501.

Step 4. If satisfactory resolution is not reached in a timely manner, the complaint should then be directed to the **UHCL Senior VP for Academic Affairs/Provost**, Dr. Christopher Maynard, [Maynard@uhcl.edu](mailto:Maynard@uhcl.edu), or phone, 281-283-3000.

Step 5. If satisfactory resolution is not reached in a timely manner by working with the above departments or individuals, the complaint should then be directed to the **UHCL President**, Dr. Richard Walker, [president@uhcl.edu](mailto:president@uhcl.edu), or phone, 281-283-2002.

If satisfactory resolution is not reached in a timely manner by working with the above five UHCL departments or individuals, the complaint should be directed to the **Texas Education Agency**. See the TEA website for their complaint procedures and a General Complaint Form: [TEA Complaints Management](#)

The complainant should provide TEA with documentation that the first five steps have been completed and the outcome of each step. TEA will investigate the concern, contact the EPP, as needed, and then respond to the complainant.