**Complaint Process**

The policy of the Educator Preparation Program at Wiley University, in conjunction with the Texas Education Agency (TEA) provides a complaint process with includes maintaining a record of formal written complaints received. Complaints may address educator preparation program requirements listed in Texas Administrative Code (TAC) in chapters 227, 228, 229, ethics (TAC 247) fingerprinting (TAC227, 232) and certification (TAC230,231, 232, 239, 241, 242). Texas Administrative Code228.70.

Per Texas Administrative Code (TAC) §§ 228.70, students and constituents have the right to submit formal, written complaints about the Educator Preparation Program for investigation and resolution.

All complaints filed with the TEA must be in writing. The TEA does not accept complaints by phone or complaints that are submitted anonymously. A person or entity may file a written complaint with TEA by filling out the complaint form online or by mailing or faxing a hard copy to the address on the form.

[Complaint form URL](https://tea.texas.gov/about-tea/contact-us/complaints/complaints-and-investigations)

To adequately review and address a complaint, TEA needs specific details and must be able to identify a clear violation of Texas Administrative Code §§ 227, 228, 229, ethics (TAC 247), fingerprinting (TAC §§227, 232), or certification (TAC §§230, 231, 232, 239, 241, 242) to determine whether the agency has authority to act upon the allegation.

Complaints submissions should include the following:

* The reasons you believe the issues raised in your complaint are valid. You should also indicate how you believe that TEA can assist you with this matter.
* Documentation to support your claim when possible.

Additional support and guidance can be sought by the Office of Educator Preparation Services at 432.552.2120 or via the information below:

TEA Complaints Management 1701 N. Congress Ave.

Austin, TX 78701-1494

Telephone: 512.463.3544 Fax: 512.475.3665

Email: compaintsmanagement@tea.texas.gov Website