



**Center for Educator
Certification &
Academic Services**
A&M-COMMERCE

Educator Preparation Program Complaints, Appeals & Concerns Process

The Student Complaint, Appeal, and Concern Resolution Matrix is provided to assist students in understanding the procedures and process for addressing common issues. Procedures are usually different for Undergraduate and Graduate students.

Step 1:

Find your complaint, appeal, or concern on the Student Complaint, Appeal, or Concern Resolution Matrix Located in the Student Guidebook and follow the process for resolution.

www.tamuc.edu/student_guidebook/Student_Guidebook.pdf

**Student Guidebook with
Resolution Matrix**



Step 2:

If your complaint, appeal, or concern is still not resolved, complete the Student Complaint Appeal and Concern Form and return it to the Dean of Students.

https://commerce-tamu-advocate.symplicity.com/public_report/index.php/pid325709?rep_type=1008

**Concern Form:
Dean of Students**



Step 3:

After all avenues have been exhausted and not resolved to your satisfaction through the EPP (Educator Preparation Program) then the final step would be to contact TEA (Texas Education Agency). You may view the Complaints and Investigations Procedures on the TAC (Texas Administrative Code) in Title 19, Part 7, Chapter 228, rule 228.70

<https://tea.texas.gov/sites/default/files/ch228.pdf>

and view the complaint process on the TEA website

<https://tea.texas.gov/texas-educators/preparation-and-continuing-education/complaints-against-educator-preparation-programs>

NOTE: TEA may delay addressing the complaint until the proper sequence of complaints have been followed.

TAC 228 Information



TEA Complaints

