

## PRAIRIE VIEW A&M UNIVERSITY EDUCATOR PREPARATION PROGRAMS (EPP)

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### OUR EDUCATOR PREPARATION PROGRAM COMPLAINT PROCESS

As defined by TAC 228.70: a candidate or former candidate in an Educator Preparation Program (EPP), an applicant for candidacy in an EPP, an employee or former employee of an EPP, a cooperating teacher, a mentor, a Director of Educator Preparation Services in a school district, charter school, or private school may submit, in accordance with subsection (c)(1) of this section, a complaint about an EPP for investigation and resolution.

Any of the above aforementioned, hereinafter referred to as the complainant, who have a complaint may seek resolution without fear of retaliation. **If the complainant is a current Prairie View A&M University student, you must follow the university's** grading or class related appeals procedure. This information can be found at <http://www.pvamu.edu/academicaffairs/academics/policy-library/gradingclass-related-appeals/>. For more information, please contact the Office of Academic Affairs at (936) 261-2175. **All other complainants, please follow the guidelines listed below.**

### FILING A COMPLAINT

A formal public complaint is a signed written statement of complaints or concerns regarding the customer service provided by employees of the Whitlowe R. Green College of Education-Educator Preparation Programs. A formal written public complaint must include the facts upon which the complaint is based.

Please provide a written and signed copy of **the Prairie View A&M University Whitlowe R. Green College of Education – Educator Preparation Program (EPP) Complaint Form** to the Whitlowe R. Green College of Education – EPP Certification Office in person, or, via regular mail, or, scan as a PDF document and email to:

#### **Mailing Address:**

Prairie View A&M University  
Educator Preparation Program Certification Office  
W. R. Green College of Education  
P. O. Box 519; MS 2425  
Prairie View, Texas 77446-0519

#### **Additional Contact Information:**

Location: Wilhelmina F. Delco Building, Suite 302

Phone: (936) 261-3600 / (936)261-3605

Fax: (936) 261-3621

Email: [edcert@pvamu.edu](mailto:edcert@pvamu.edu)

**Anonymous or unsigned complaints will not be processed.** It is also important to know that the sender of complaints that are received by fax or email must be verified. **The sender must provide a full name, address, and phone number that matches the information found on the Prairie View A&M University – Whitlowe R. Green College of Education – Educator Preparation Program Complaint Form.** Verification of sender will be conducted by phone and documented in an email reply message to sender.

## **COMPLAINT PROCEDURES**

The Whitlowe R. Green College of Education at Prairie View A&M University has established the following procedures for responding to a formal complaint from the public regarding an issue involving the College of Education - Educator Preparation Programs.

1. Any complainant, wishing to submit a complaint shall initially file a formal complaint using the Prairie View A&M University Educator Preparation Program Complaint Form to the Director of the Educator Preparation Program Office.
  - a. If the complaint is against the Director of the EPP, then the complainant should notify, in writing, the Dean of the Whitlowe R. Green College of Education.
  - b. If the complaint is against the Dean of the Whitlowe R. Green College of Education, then the complainant should notify, in writing, the Office of Academic Affairs.
2. The Prairie View A&M University Educator Preparation Program Complaint Form must be signed and dated by the complainant, and submitted within 30 business days of the alleged incident. The Director of the EPP will make a determination on a case-by-case basis as to whether complaints submitted after the deadline will be considered.
3. The Director of the EPP will acknowledge receipt of your complaint within 10 business days. After the complaint is received, an investigation will take place. The investigative period may last up to 30 business days; extenuating circumstances may cause a deviation from the defined time frames. The Director of the EPP shall conduct the investigation or appoint a university or system investigator, if necessary. The Director of the Educator Preparation Program will take reasonable measures to avoid any and all conflicts of interest in selecting the investigator. The investigator will gather all facts pertaining to the complaint and submit those in writing to the Director of the EPP. This procedure ensures thorough investigations, affording all involved parties an opportunity to submit evidence relevant to the complaint.
4. The Director of the EPP shall send a written resolution to the complainant with the outcome(s), reason(s) for the decision, any remedies afforded, if any, and notice of the appeals process. The Director of the EPP shall also forward a copy of the complaint and the resolution to the supervisor overseeing the area or individual, the Dean of the Whitlowe R. Green College of Education and the Office of Academic Affairs and a copy will be kept on file.

## **APPEAL**

1. If the complainant wishes to file an appeal of the resolution, the complainant shall notify the Dean of the Whitlowe R. Green College of Education in writing with a copy of the initial Education Educator Preparation Program Complaint Form and a copy of the resolution that was provided to the complainant by the Director of the EPP. If the complaint is against the Dean of the Whitlowe R. Green College of Education, the complainant shall notify the Office of Academic Affairs and the appeal process will automatically move to step 4 of the appeal process. The written appeal must be signed by the complainant, and

submitted within 10 business days of the resolution that was provided by the Director of the EPP. The Dean of the Whitlowe R. Green College of Education or the Office of Academic Affairs, if the complaint is against the Dean, will make a determination on a case-by-case basis as to whether appeals submitted after the deadline will be considered.

2. An investigation shall follow the submission of the appeal. The Dean of the Whitlowe R. Green College of Education will present the findings of the investigation to the Educator Preparation Council (EPC). Within 30 business days of receiving the appeal, the EPC shall submit their decision in writing to the complainant with the outcome(s), reason(s) for the decision, any remedies afforded, if any. Extenuating circumstances may cause a deviation from the defined time frames. The EPC shall also forward a copy of the resolution to the EPP Office, the Office of the Dean of the Whitlowe R. Green College of Education and to Academic Affairs to be kept on file.
3. If the complainant wishes to file an appeal of the resolution by the EPC Council against anyone other than the Dean, the complainant shall notify the Office of Academic Affairs in writing with a copy of the initial Education Educator Preparation Program Complaint Form and a copy of the resolution provided by the Director of the EPP and the EPC council. The written appeal must be signed by the complainant and submitted within 10 business days of the resolution that was provided by the EPC. The Office of Academic Affairs will make a determination on a case-by-case basis as to whether appeals submitted after the deadline will be considered.
4. An investigation shall follow the submission of the appeal. Within 30 business days of receiving the appeal, the Office of Academic Affairs shall submit their decision in writing to the complainant with the outcome(s), reason(s) for the decision, any remedies afforded, if any. Extenuating circumstances may cause a deviation from the defined time frames. The Office of Academic Affairs shall also forward a copy of the resolution to the EPP Office and the Office of the Dean of the Whitlowe R. Green College of Education to be kept on file. The resolution or outcome from the appeal is final and not appealable.

## **TEA COMPLAINT**

If any complainant has an unresolved complaint and appeal decision regarding the Prairie View A&M University Educator Preparation Program, and wishes to report it to the Texas Education Agency (TEA), the complainant will need to follow the required steps outlined by TEA. Information can be found on the TEA website at:

[http://tea.texas.gov/Texas\\_Educators/Preparation\\_and\\_Continuing\\_Education/Complaints\\_Against\\_Educator\\_Preparation\\_Programs/](http://tea.texas.gov/Texas_Educators/Preparation_and_Continuing_Education/Complaints_Against_Educator_Preparation_Programs/) .