

# Complaint Process

The policy of the Educator Preparation Program at Jarvis Christian College, in conjunction with the Texas Education Agency, provides a student complaint process which includes maintaining a record of the formal written complaints received. The policy from TEA reads as follows:

## **TAC 228.70:**

(a) Purpose. Texas Education Agency (TEA) staff shall maintain a process through which 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, or an administrator 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. The Jarvis Christian College Educator Preparation Program encourages the resolution of student complaints through timely communication as close as possible to the point of origin. Students having a complaint concerning courses and/or programs offered by the Division of Education should direct their questions to the professor directly responsible for teaching the course. For issues relating to a student protesting a grade, the policy will be followed as outlined in the Jarvis Christian College Catalog. Other issues, such as matters of academic integrity, discrimination, harassment, and sexual misconduct will also follow policy as outlined in the Jarvis Christian College catalog.

The Jarvis Christian College Educator Preparation Program seeks to adequately address all student complaints in an acceptable manner that avoids a formal grievance process. If the issue cannot be resolved internally through the Student Complaint process, a student may file a complaint with the Texas Education Agency directly.

Contact TEA directly at:

TEA Complaints Management

1701 N. Congress Ave.

Austin, TX 78701-1494

Telephone: 512.463.3544 Fax: 512.475.3665

Email: [complaintsmanagement@tea.texas.gov](mailto:complaintsmanagement@tea.texas.gov)

Website:

[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)

## Goals

### **General goals of the Division of Education are to:**

- Provide the content knowledge required to master/pass the Texas Examinations of Educator Standards (TExES).
- Provide extensive supervised field-based experiences throughout the pre-service teacher certification program;

- Provide prospective teachers with an understanding of the learner-centered learning processes, and to translate these understandings into appropriate teaching behaviors;
- Provide opportunities for teacher candidates to experience professional practices, responsibilities and organizational structure of the education profession;
- Develop a cadre of prospective teachers who demonstrate the knowledge, skills, and professional behavior required for becoming effective teachers; and
- Prepare teacher candidates with a foundation for successful study at the graduate level.