# Wiley University Educator Preparation Program (EPP) Complaint Policy

### Purpose

The purpose of this policy is to provide a clear, formal, and equitable process for candidates, cooperating teachers, field supervisors, faculty, or other stakeholders to submit complaints or grievances regarding the Wiley University Educator Preparation Program (EPP). This policy ensures that all complaints are addressed promptly, fairly, and in accordance with the standards and expectations set forth by the Texas Education Agency (TEA), the Wiley School of Education, and the University’s Student Code of Conduct.

### Policy Statement

The Wiley University EPP values a professional learning environment based on respect, ethical practice, and continuous improvement. All EPP stakeholders have the right to file a complaint without fear of retaliation. All formal complaints will be documented and retained in compliance with institutional and TEA requirements. Complaint data will be made available to TEA upon request, as required by 19 TAC §228.70.

### Procedures

1. Informal Resolution (Optional)  
 • Complainants are encouraged to first address concerns directly with the individual involved (e.g., classroom mentor, site coordinator, or faculty supervisor).  
 • If the concern is not resolved, the complainant may proceed to submit a formal complaint.  
  
2. Formal Complaint Submission  
 • A formal complaint must be submitted in writing to the EPP Director.  
 • The complaint must include:  
 - Complainant’s name and contact information  
 - Detailed description of the concern (including dates, locations, and persons involved)  
 - Any supporting documentation  
 - Desired resolution or outcome  
 • Complaints may be submitted via Wiley University email or delivered to the Educator Preparation Office (Thirkield Suite 202).  
  
3. Review and Response  
 • The EPP Director will acknowledge receipt within ten (10) business days.  
 • The Director will review the complaint, which may include interviews, document review, and consultation with relevant parties.  
 • A written response outlining the findings and resolution will be provided to the complainant within twenty (20) business days of receipt.  
  
4. Appeal Process  
 • If the complainant is not satisfied with the resolution, they may submit a written appeal to the Dean of the School of Education within five (5) business days of receiving the EPP Director’s response.  
 • The Dean will review all materials and issue a final written decision within ten (10) business days.  
 • The Dean’s decision is final at the institutional level.  
  
5. External Complaint to TEA  
 • If the complaint is not resolved to the complainant’s satisfaction at the institutional level, they may file a complaint directly with the Texas Education Agency as described on the TEA website: https://tea.texas.gov

### Documentation and Records

All complaints, supporting documentation, and resolutions will be stored securely by the EPP for a minimum of five (5) years. Records will be made available to the Texas Education Agency upon request during audits or accreditation reviews.

### Responsible Parties

• EPP Director  
• Dean, School of Education  
• Faculty Site Coordinators and University Supervisors  
• Certification Officer