Region 5 Educator Certification Program
Complaint Policy

Complaint Process:

The Region 5 Educator Certification Program (ECP) encourages stakeholders to discuss their complaints with appropriate program personnel who have the authority to address the concern. Complaints should be expressed as soon as possible to allow early resolution at the lowest possible level. Informal resolution shall be encouraged.

A formal public complaint is a signed written statement of complaints or concerns regarding the customer service provided by Region 5 Educator Certification Program employees. A formal written public complaint must include the facts based on the complaint. For a complaint, please provide a signed copy of the Region 5 ECP Complaint Form (you will need to download this form prior to completing) to the Region 5 ECP office in person or by mail or email to:

Region 5 Educator Certification Program
350 Pine Street
Beaumont, TX 77701
Phone: 409-951-1854
Email: cmoss@esc5.net

Region 5 ECP will not process anonymous or unsigned complaints. It is also essential to know that Region 5 ECP must verify the sender of complaints received by email. The sender must provide a full name, address, and phone number that matches the information found on the Region 5 ECP Complaint Form. Verification of the sender will be conducted by phone and documented in an email reply message to the sender.

Complaint Procedures:

1. Any complainant wishing to submit a complaint about the Region 5 ECP shall initially file a written formal complaint with the Director of the Region 5 ECP within 14 days of the alleged incident. The complainant must provide a signed copy of the Region 5 ECP Complaint Form.
2. The Director will acknowledge receipt of the complaint within 10 working 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 shall conduct the investigation. The Director will gather all facts pertaining to the complaint. This procedure ensures a thorough investigation, affording all involved parties an opportunity to submit evidence relevant to the complaint.

3. The Director shall send a written resolution to the complainant with the outcome(s), reason(s) for the decision, and any remedies afforded, if any, within 30 days of receipt of the complaint.

Appeals:

1. If the complainant wishes to file an appeal of the resolution, the complainant shall notify the Director in writing with a copy of the initial Region 5 ECP Complaint Form and copy of the Director's written resolution. The written appeal must be signed by the complainant, and submitted within 10 business days of the Director's resolution.
2. An investigation shall follow the submission of the appeal. Within 30 business days of receiving the appeal, the ECP Review Committee shall submit a decision in writing to the complainant with the outcome(s), reason(s) for the decision, remedies afforded, if any. Extenuating circumstances may cause a deviation from the defined time frames.
3. The final step in the complaint process is the Associate Executive Director.

TEA Complaint:

If any complainant has an unresolved complaint and appeal decision regarding the Region 5 ECP 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 this website: Complaints Against Educator Preparation Programs | Texas Education Agency