



Institutional Complaints

A student or parent may, at any time, submit complaints or concerns to the Student Services Office.

Informal Complaints

- Submit to the Student Services Office
- Student Services Office makes a reasonable attempt to resolve the issue
- If issue is not resolved to the satisfaction of the complainant, a formal complaint may be submitted

Formal Complaints

- Formal complaints must be submitted in writing to the Dean of Students
- Dean of Students decides upon the next course of action
- Student Services contacts the student/parent, in writing, within 2 business days
- Dean of Students attempts to resolve the complaint and provides, if possible, a written record of resolution to the student/parent within 10 business days
- The student/parent, if unsatisfied with the proposed course of action, may appeal the decision to the Executive Cabinet by contacting, in writing, the Vice President of Academic Affairs
- The Executive Cabinet will review the complaint and decide on a resolution
- The resolution will be submitted to the student/parent
- The Student Services Office, upon resolution, must contact the student/parent and request a written response to the resolution

Educator Preparation Program Complaints

The Criswell College Educator Preparation Program adheres to the Student Complaints Policy, located in the Criswell College *Student Handbook*. However, if a student does not believe that he or she has reached a satisfactory resolution to his or her complaint, he or she may file a formal complaint with the Texas Education Agency. The official Complaints Process and parameters are found on the agency's website:

http://tea.texas.gov/Texas_Educators/Preparation_and_Continuing_Education/Complaints_Against_Educator_Preparation_Programs/

A complaint form can be located at the following link:

http://tea.texas.gov/About_TEA/Contact_Us/Complaints/TEA_General_Complaint_Form/

Criswell College does not discriminate on the basis of race, nationality, ethnicity, gender, or disability.