

NOTICE:

Because of the COVID 19 pandemic, Texas Education Agency (TEA) employees are working from home starting on Tuesday, March 17, 2020. TEA will not be receiving visitors. This means that TEA cannot accept hand delivery of special education complaints or reconsideration requests.

TEA will continue to accept special education complaints and reconsideration requests filed by fax. Anyone wishing to file by fax must send a special education complaint or reconsideration request to the following fax number: 512-463-9560.

While the agency's telework policy is in place or until further notice by the agency, TEA will also accept the filing of special education complaints and reconsideration requests by email. In order to do so, a special education complaint or reconsideration request must be sent to the following email address: [SpecialEducation@tea.texas.gov](mailto:SpecialEducation@tea.texas.gov)

**Please note that any special education complaint or reconsideration request sent to any another agency email address will not be considered received and will not trigger a special education complaint investigation or a reconsideration response.** This purpose of this email filing requirement is to prevent a special education complaint or reconsideration request from being overlooked or lost.

Remember that all requirements related to filing a special education complaint must still be met. For information on these requirements, please see <https://tea.texas.gov/academics/special-student-populations/special-education/dispute-resolution/special-education-complaints-process>.

Requirements for filing a reconsideration request must also still be met as noted below.

If a party to a complaint believes that the TEA's written report includes an error that is material to the determination in the report, the party may submit a signed, written request for reconsideration to within 15 calendar days of the date of the report. The party's reconsideration request must identify the asserted error and include any documentation to support the claim. The party filing a reconsideration request must forward a copy of the request to the other party at the same time that the request is filed with the TEA. The other party may respond to the reconsideration request within five calendar days of the date on which the TEA received the request. The TEA will consider the reconsideration request and provide a written response to the parties within 45 calendar days of receipt of the request. The filing of a reconsideration request must not delay a public education agency's implementation of any corrective actions required by the TEA.

Due to closures of public schools, the agency will consider on a case-by-case basis whether the timeline for resolving pending and new special education complaints needs to be extended as allowed for by law.

Questions regarding this notice should be sent to [SpecialEducation@tea.texas.gov](mailto:SpecialEducation@tea.texas.gov)