



# Special Education Complaints Process

## Special Education Informational Video Series

Sometimes, there are disagreements about students' special education eligibility and services. When this happens, those involved should work together to resolve those disagreements. However, sometimes that is not possible. In those cases, the Texas Education Agency (TEA) offers the special education complaints process, which can be used to address disagreements related to special education.



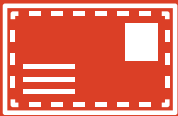
### Who can file a complaint?

- ▶ Anyone may file a special education complaint. And a special education complaint can be filed on behalf of one student or many students.



### What should be included in the complaint?

- ▶ The complaint must be in writing.
- ▶ Must include complainant's contact information.
- ▶ Must be signed by the complainant.
- ▶ Include student's name, school, and address -unless it is multiple students.
- ▶ Explain the concerns - and provide as much detail as possible - about the student's or students' special education services.



### Where do you send the complaint?

- ▶ Must be sent to the school or agency against which the complaint is filed.
- ▶ Must send a copy (hand deliver, email, mail, or fax) of the complaint to the TEA.
- ▶ Address: Texas Education Agency  
Special Education Complaints Unit  
1701 North Congress Avenue  
Austin, TX 78701
- ▶ Fax: 512-463-9560
- ▶ Email: [specialeducation@tea.texas.gov](mailto:specialeducation@tea.texas.gov)



### When can TEA investigate?

- ▶ TEA can only investigate concerns related to special education through the special education complaints process. Other concerns should be directed to the appropriate school personnel, state agency, or federal agency.
- ▶ TEA can only investigate concerns that occurred within ONE CALENDAR YEAR from the date TEA receives the complaint.



### What happens after the investigation?

- ▶ TEA has 60 calendar days to resolve a complaint. This 60-day timeline may be extended under certain circumstances.
- ▶ After TEA has completed its investigation, it will send the report to the complainant and the school or agency that the complaint was filed.
- ▶ The report will explain what TEA found during the investigation.
- ▶ If TEA finds that the special education requirements were not met, it will require the school or agency against which the complaint was filed to implement corrective actions.



- ▶ Notice of Procedural Safeguards -

- ▶ TEA's Special Education Dispute Resolution Website -

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