Student Complaint Procedure Rules for State of Texas

Students or prospective students with a complaint or grievance should follow the complaint or grievance procedures outlines in the Catalogue and student handbooks, available from the Office of Student Services. Complaints regarding Texas institutions of higher education not resolved through the institutional process can be filed with the Texas Higher Education Coordinating Board (THECB).

All complaints must be submitted to the Agency on the student complaint form. Complainants shall send student complaint forms by electronic mail to StudentComplaints@thecb.state.tx.us or by mail to the Texas Higher Education Coordinating Board, Office of the General Counsel, P.O. Box 12788, Austin, Texas 78711-2788. Facsimile transmissions of the student complaint form are not accepted. All submitted complaints must include a student complaint form and a signed Family Educational Rights and Privacy Act (FERPA) Consent and Release form, which is at the bottom of the student complaint form. Submitted complaints regarding students with disabilities shall also include a signed Authorization to Disclose Medical Record Information form, which is at the bottom of the student complaint form.

The following forms are **required** to start the complaint process:

- **THECB Student Complaint Form**
- **FERPA Consent and Release Form**
- **THECB Consent and Agreement Form**
- **Authorization to Disclose Medical Record Information** *(Required if a disability is alleged)*

The Agency does not handle, investigate, or attempt to resolve complaints concerning actions that occurred more than two years prior to filing a student complaint form with the Agency, unless the cause of the delay in filing the student complaint form with the Agency was the complainant's exhaustion of the institution's grievance procedures. Former students shall file a student complaint form with the Agency no later than one year after the student's last date of attendance at the institution, or within 6 months of discovering the grounds for complaint, unless the cause of the delay in filing the student complaint form with the Agency was the complainant's exhaustion of the institution's grievance procedures.


For rules governing student complaints – Title 19 of the Texas Administrative Code, Sections 1.110-1.120 visit this website: