

## Complaint Process for Educator Preparation Programs

Any complaint should be sent to the executive director in writing at the street address provided on the Education Standards and Practices (ESPB) website. A complaint should include the following: (1) A statement of facts and circumstances leading the complainant to believe that the Educator Preparation Program does not meet 1 or more ESPB/CAEP Standard or is not in compliance with any ESPB policy or procedure; and (2) A statement of the actions, if any, that the complainant and/or the EPP have taken to address the matters identified in the complaint. No later than 7 days after receiving a written complaint, the ESPB executive director will review the information provided; advise ESPB Board chair of the complaint, and open an investigation into the complaint if the complainant has provided evidence or credible information sufficient to form the basis of an investigation. The executive director or board chair may request additional information from a complainant, if such information is needed to facilitate consideration of the complaint or subsequent investigation. No later than 7 days after an investigation is opened, the ESPB executive director will give notice of the complaint to the EPP and the EPP's state or other governing body. The EPP will have 30 days to provide the executive director and the ESPB board with a response to the complaint. At the conclusion of the review of any complaint and following any investigation, the executive director may recommend that the Executive Committee take follow-up action, including enforcement action, if necessary. The Education Standards and Practices Board also reviews carefully and may investigate any allegation of impropriety against itself or any staff or volunteer.