

**GENERAL EDUCATION**

**COMPLAINTS**

**AND THE**

**ROLE OF TEA**

# **Mission of the Texas**

## **Education Agency:**

To provide leadership, guidance, and resources to help schools meet the educational needs of all students and prepare them for success in the global economy.

# **Philosophy of the Texas**

## **Education Agency**

TEA's philosophy is to support the stakeholders of public education to best achieve local, state education goals for students.

This philosophy respects the primacy of local control so that the most important decisions are made as close as possible to students, schools, and communities.

It is based on the idea that all parties, as well as every TEA employee, must work together efficiently and effectively to support and improve teaching and learning in Texas public schools.

TEA puts its philosophy into action with a consistent focus on results, fact-based decision-making and value-added analysis.

Key to TEA's philosophy is the belief that every employee's job, and every business process, is tied to achieving the agency mission.

# General Inquiry

The Office of General Inquiry provides general information and resources on matters related to the rights and responsibilities of parents under Chapter 26 of the Texas Education Code (TEC).



Parents with concerns about a school should initially address their concern with the appropriate school district administrator.

Under the rights of parents described in Parent Complaints (TEC Section 26.011), school districts provide a process for parents or members of the public to present a complaint.

Before bringing any question regarding school policy or a specific decision affecting a student to the attention of the TEA, the issue should be presented to the responsible parties in this order:

1. Teachers
2. School or campus principal
3. Superintendent of schools
4. Local board of trustees
5. The Texas Education Agency

If you have followed the local complaint policy and procedures in presenting your concerns and still feel that the school has violated a right of yours, you can call the Office of General Inquiries at (512) 463-9290,

send a fax to (512) 463-9838, or  
email:

[generalinquiry@tea.state.tx.us](mailto:generalinquiry@tea.state.tx.us).

A staff member is available to  
answer calls during normal

business hours. Spanish

speakers are available (se habla  
español).

A formal complaint to TEA  
must allege non-compliance  
with either federal or state laws  
or rules that are under the  
jurisdiction of TEA.

The complaint must be in writing and signed and include the facts or documentation on which the allegation is based.



# **“CHAPTER 26”**

## **PARENTAL STATUS**

## **CHOICE OF SCHOOL/SCHOOL DISTRICT**

## **CHOICE OF TEACHER(S)**

# **ACCESS TO/RELEASE OF STUDENT RECORDS**

## **WITHHOLDING INFORMATION FROM PARENTS**

# **OBTAINING PARENTAL CONSENT**

# **GRIEVANCE PROCESS FOR PARENTS**

# **STUDENT ADMISSIONS**

## **RESIDENCY**

### **WHAT IS PROOF OF RESIDENCY?**

#### **MOTHER, FATHER, OR STUDENT**

#### **LIVING SEPARATE AND APART**

**MAKE SURE RESIDENCY  
REQUIREMENTS ARE  
REASONABLE**

**ENROLLMENT**

**POWER OF ATTORNEY**

**30 DAYS TO RECEIVE  
RECORDS**

**DROPOUT AGE IS 18**

**PRE-K AND K**

# **STUDENT ABSENCES**

**EXCUSED VS.  
UNEXCUSED**

**90% RULE-STUDENTS  
ARE NOT ABSENT  
UNLESS THEY ARE  
ENROLLED**

**CHARGING FOR  
SATURDAY SCHOOL**

**CHAPTER 37 (DISCIPLINE  
SECTION)**

**STUDENT CODE OF  
CONDUCT**

**MUST SPECIFY CERTAIN  
THINGS**

**BOARD MUST APPROVE  
ANY CHANGES**

# **SUSPENSION**

**MAXIMUM OF 3 SCHOOL  
DAYS PER  
INCIDENT**

**NO LIMIT TO THE # OF  
INCIDENTS**

**D.A.E.P.**

**PLACEMENT/PROGRAM**

**BASED ON 37.006, .008 AND  
LOCAL POLICIES**



**CONFERENCE VS.  
HEARING**

**EXPULSION**

**BASED ON 37.007 ONLY**

**HEARING REQUIRED**

# **MISCELLANEOUS ISSUES**

## **HOME SCHOOLING**

**LEAVING THE PUBLIC  
SCHOOLS**

**RETURNING TO PUBLIC  
SCHOOLS**

# **GRADUATION ISSUES**

**BASED ON COMPLETION  
OF ACADEMIC  
REQUIREMENTS**

**GRADUATION  
CEREMONIES ARE NOT  
REQUIRED**

**EARLY GRADUATES ARE  
ALLOWED TO  
PARTICIPATE**

# **SECTION 504**

**WHAT IS THE PURPOSE  
OF SECTION 504?**

**WHAT IS THE  
DIFFERENCE BETWEEN  
SECTION 504 AND IDEA?**