

## Chapter VIII: Complaints/Grievances

### UTeach Dallas Complaints/Grievances Procedures

You have the right to raise a concern or lodge a complaint and to seek redress in areas where you feel that the program did not fulfill requirements for certification or for actions that you feel are wrong.

To raise a concern or file a complaint:

1. Contact UTeach Dallas Associate Director, Katie Donaldson, with your complaint at [katie.donaldson@utdallas.edu](mailto:katie.donaldson@utdallas.edu) or 972-883-6427.
2. If your concern is not resolved to your satisfaction and you want to speak with someone else, contact UTeach Dallas Co-Director, Dr. Mary Urquhart, at [urquhart@utdallas.edu](mailto:urquhart@utdallas.edu) or 972-883-6485 to schedule an appointment.

**All conferences are confidential.**

The University of Texas at Dallas Student Complaint Resources page is also a resource and may be found at

<https://www.utdallas.edu/studentaccess/grievance/>

You also have the right to file a complaint about UTeach Dallas directly to the Texas Education Agency (TEA) directly at [www.tea.texas.gov](http://www.tea.texas.gov). To raise a concern or file a complaint, type “EPP complaints” in the search field. You may also scan the QR code.

