



TEA Governance Investigation Process

Complaint Filed

Complaint is submitted to TEA via email or the General Complaint Form

Complaints Management (CM) Intake

Acknowledgement letter is issued to the complainant, request for additional information (RFI), Referral to External Agencies

Assigned to Complaint Analyst (CA)

Complaint is analyzed for potential statute violations, a jurisdictional review (JR) is drafted

Review of Jurisdiction

CM Director reviews the JR memo and closes those complaints that do not fall within TEA jurisdiction

Legal Review of Jurisdiction

Legal Services review the JR memo to approve TEA jurisdictional authority

If appropriate: Request Response from LEA

CA refers complaint to appropriate division, issues a request for response to LEA (if not involving supt. or Board)

Referral to Specific Division

Complaint is routed to the appropriate division depending upon the nature of the complaint and JR findings

Special Investigations Unit (SIU)

SIU accepts complaint concerning issues of Governance, Charters, and Fraud, Waste, and Abuse

Intake/Docket

Complaint is codified, prioritized, reviewed by SIU Director and placed on docket of active complaint reviews/investigations

Assign Case

SIU Director assigns complaint for investigator to begin desk review process, intake report is created to determine actions

SAI Notice

Notice of Special Accreditation Investigation is drafted, review by SIU Director, Legal, and Deputy Commissioner

Investigation

Evidence is collected via desk review and/or on-site: interviews, observations, inspections, evaluations, collection of records

Preliminary Report

Preliminary report of findings and SIU recommendations are drafted, review by SIU Director, Legal, and Deputy Commissioner

Informal Review

LEA is offered opportunity to respond to the Preliminary Report findings through the informal review

Evaluate Response

TEA evaluates and analyzes response and documentation provided by LEA during informal review to hold or reverse findings

Final Report*

After informal review, a report is issued with final recommendations to the Commissioner. This is a public document.

Enforcement*

Commissioner issues decision regarding possible sanctions: monitor, conservator, board of managers, accreditation, revocation.

Review: Informal or Formal

Review process Informal-monitors, conservators, management team Formal- BOM, accreditation, revoke

Placement*

Placement of authorized sanction: Monitor Conservator, Management Team, BOM, Lowered Accreditation, Revocation

*These are public documents