TEA Governance Investigation Process

Complaint Filed
Complaints Management (CM) Intake
Assigned to Complaint Analyst (CA)
Review of Jurisdiction
Legal Review of Jurisdiction
If appropriate: Request Response from LEA
Referral to Specific Division
Special Investigations Unit (SIU)
Intake/Docket
Assign Case
SAI Notice
Investigation
Preliminary Report
Informal Review
Evaluate Response
Final Report*
Enforcement*
Review: Informal or Formal
Placement*

*These are public documents

Complaint is submitted to TEA via email or the General Complaint Form
Acknowledgement letter is issued to the complainant, request for additional information (RFI), Referral to External Agencies
Complaint is analyzed for potential statute violations, a jurisdictional review (JR) is drafted
CM Director reviews the JR memo and closes those complaints that do not fall within TEA jurisdiction
Legal Services review the JR memo to approve TEA jurisdictional authority
CA refers complaint to appropriate division, issues a request for response to LEA (if not involving supt. or Board)
Complaint is routed to the appropriate division depending upon the nature of the complaint and JR findings
SIU accepts complaint concerning issues of Governance, Charters, and Fraud, Waste, and Abuse
Complaint is codified, prioritized, reviewed by SIU Director and placed on docket of active complaint reviews/investigations
SIU Director assigns complaint for investigator to begin desk review process, intake report is created to determine actions
Notice of Special Accreditation Investigation is drafted, review by SIU Director, Legal, and Deputy Commissioner
Evidence is collected via desk review and/or on-site: interviews, observations, inspections, evaluations, collection of records
Preliminary report of findings and SIU recommendations are drafted, review by SIU Director, Legal, and Deputy Commissioner
LEA is offered opportunity to respond to the Preliminary Report findings through the informal review
TEA evaluates and analyzes response and documentation provided by LEA during informal review to hold or reverse findings
After informal review, a report is issued with final recommendations to the Commissioner. This is a public document.
Commissioner issues decision regarding possible sanctions: monitor, conservator, board of managers, accreditation, revocation.
Review process Informal-monitors, conservators, management team Formal- BOM, accreditation, revoke
Placement of authorized sanction: Monitor Conservator, Management Team, BOM, Lowered Accreditation, Revocation

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