How to submit a Student Complaint in Texas

After exhausting the institution's grievance/complaint process, current, former, and prospective students may initiate a complaint with THECB by sending the required forms either by electronic mail to StudentComplaints@thecb.state.tx.us, or by mail to the Texas Higher Education Coordinating Board, Office of General Counsel, P.O. Box 12788, Austin, Texas 78711-2788. Facsimile transmissions of the forms are not accepted.

All submitted complaints must include a student complaint form, a signed Family Educational Rights and Privacy Act (FERPA) Consent and Release form, and a THECB Consent and Agreement Form. Submitted complaints regarding students with disabilities shall also include a signed Authorization to Disclose Medical Record Information form.

Rules governing student complaints: Title 19 of the Texas Administrative Code, Part 1, Chapter 1, Subchapter E, found on this link.

Texas Higher Education Coordinating Board and required forms for filing can be found on this link.

Please go to the above websites to fully understand the procedures for filing a student complaint.

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