

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@theccb.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.



Updated 11/29/16 by L. Bishop