

For out-of-state institutions authorized solely to provide Texas clinicals or internships:

Complaints regarding public institutions of higher education can be filed with the Texas Higher Education Coordinating Board (THECB) at www.thecb.state.tx.us. All current, former, and prospective students may mail the form to the Texas Higher Education Coordinating Board, Office of the General Counsel, P.O. Box 12788, Austin, TX 78711-2788 or email it to the THECB at StudentComplaints@thecb.state.tx.us. Facsimile transmissions of the student complaint are not accepted.

All submitted complaints must include a student complaint form and a signed Family Educational Rights and Privacy Act (FERPA) Consent and Release from, which is at the bottom of the student complaint form. Submitted complaints regarding students with disabilities shall also include a signed Authorization to Disclose Medical Record Information from, which is at the bottom of the student complaint form.

The Agency does not handle, investigate, or attempt to resolve complaints concerning actions that occurred more than two years prior to filing a student complaint form with the Agency, unless the cause of the delay in filing the student complaint form with the Agency was the complainant's exhaustion of the institution's grievance procedures.

Former students shall file a student complaint form with the Agency no later than one year after the student's last date of attendance at the institution, or within 6 months of discovering the grounds for complaint, unless the cause of the delay in filing the student complaint form with the Agency was the complainant's exhaustion of the institution's grievance procedures.

***19 TX ADC Section 1.112: Institution's Obligation to Provide Information Concerning the Complaint Procedure**