**How to File a Complaint with the Texas Education Agency**

* What is the Texas Education Agency?
  + The Texas Education Agency (TEA) is a state agency that oversees the public education in Texas. TEA was created to provide leadership, resources, and guidance to public schools with the goal of meeting the educational needs of all students. TEA operates off of state and federal funds.
* What do they do?
  + TEA has many roles and responsibilities that impact how public schools operate statewide, which include:
    - Distribution of state and federal funding to public schools
    - Administration of statewide assessment program and accountability system
    - Provides support to the State Board of Education (SBOE) in the development of the statewide curriculum
    - Assisting the SBOE in the process of adoption and management of instructional materials
    - Administration of a data collection system that tracks public school information
    - Performing the administrative functions and services of the State Board for Educator Certification
    - Supporting agency operations, including carrying out duties related to the Permanent School Fund
    - Monitoring for compliance with certain federal and state guidelines.
* What does TEA have to do with services for my child in the public school system?
  + TEA oversees public education in the state of Texas. In essence, TEA manages the public schools in Texas to ensure the educational needs of all students are met. To ensure all student’s educational needs are met, TEA puts in a place a system of accountability and monitors for compliance based on federal and state guidelines. If you are experiencing issues getting the services your child needs in the public schools and the matter has not been resolved at the school or district level, you may need to file a complaint with TEA.
* How do I file a complaint?
  + Step 1: Log onto the TEA website at <https://tea.texas.gov/> .
  + Step 2: Click on **About TEA** at the top of the page
  + Step 3: Under **Contact Us**, click on **Complaints**
  + Step 4: Under **Complaints**, scroll down to **Special Education Complaints**, and click on **Special Education Complaints Process**
  + Step 5: Download and complete all sections of the **Complaint Investigation Form** (located at the bottom of the page) **or** write a letter detailing violations you believe occurred and the facts pertaining to each violation. Be sure to sign the letter or the form you use to submit the complaint.
  + Step 6: Mail, fax, or hand deliver the complaint to:
    - Texas Education Agency  
      Division of Special Education  
      1701 North Congress Avenue  
      Austin, Texas 78701-1494   
      Fax (512) 463-9560
  + Step 7: Be sure to follow up on your complaint regularly by phone, mail, or email. Document
* For questions regarding Special Education Complaints please contact the Division of Special Education at (512) 463-9414.
* For Individuals Who are Deaf or Hard of Hearing, please contact the Division of Special Education using Relay Texas (7-1-1).

**Resources**

* Texas Health and Human Resources Page- <https://hhs.texas.gov/services/disability>
  + Information on paying for services-<https://hhs.texas.gov/services/disability/how-pay-services>

**Supplies/Devices**

* Texas Technology Access Program- [http://techaccess.edb.utexas.edu/spanish3.html#](http://techaccess.edb.utexas.edu/spanish3.html)

**Social**

* Meetups- [www.meetup.com](http://www.meetup.com)
* Special Olympics Texas- <http://www.sotx.org/>
* Facebook support groups
* Disabled sports USA
* Edward Pierce Center for Autism- <https://www.epcautism.org/>

**Behavior**

* Edward Pierce Center for Autism- <https://www.epcautism.org/>
* Jacob’s Ladder Neurodevelopmental School and Therapy Center- <https://www.jacobsladdercenter.com/doc/research/other/How-to-Increase-GABA-and-Balance-Glutamate.pdf>

**Education**

* Edward Pierce Center for Autism- <https://www.epcautism.org/>
* Merakey Education and Autism (Fort Worth, TX)- <https://educationandautism.merakey.org/texas.html>
* Jacob’s Ladder Neurodevelopmental School and Therapy Center- <https://www.jacobsladdercenter.com/>

**Strategies/IEP Accommodations for Auditory Sensitivities**

* The role of glutamate and its receptors in autism and the use of glutamate receptor antagonists in treatment- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4134390/>
* Jacob’s Ladder Neurodevelopmental School and Therapy Center- <https://www.jacobsladdercenter.com/doc/research/other/How-to-Increase-GABA-and-Balance-Glutamate.pdf>
* Commissioner’s Rule To Autism Rule Guidance Side-by-Side- <http://www.txautism.net/assets/uploads/docs/Commissioners-Rule-Guidance-2.2015.pdf>
* TEA Special Student Populations/Autism-<https://tea.texas.gov/Academics/Special_Student_Populations/Special_Education_SPED/Programs_and_Services/Autism>
* Centre for Autism Middletown: Over Responsive- <https://sensory-processing.middletownautism.com/sensory-strategies/strategies-according-to-sense/auditory/over-responsive/>

**Advocacy Organizations**

* Disability Rights Texas (previously Advocacy, Inc.)- [www.disabilityrightstexas.org](http://www.disabilityrightstexas.org/)
* The Arc of Texas- [www.thearcoftexas.org](http://www.thearcoftexas.org/)
* Disability Policy Consortium – <http://www.disabilitytx.org/>
* Coalition of Texans with Disabilities- [www.cotwd.org](http://www.cotwd.org/)
* Texas Autism Advocacy- [www.TexasAutismAdvocacy.org](http://www.texasautismadvocacy.org/)
* Family Voices (Texas Parent to Parent)- [www.txp2p.org](http://www.txp2p.org/)
* TASH- [www.tash.org](http://www.tash.org/)
* Alliance of Genetic Support Groups- [www.geneticalliance.org](http://www.geneticalliance.org/)
* National Council on Disability- <https://www.ncd.gov/>
* American Association of People with Disabilities- <https://www.aapd.com/>
* Disability Rights Education and Defense Fund- <https://dredf.org/>
* Easter Seals- <https://www.easterseals.com/>
* The Arc of Texas- <https://www.thearcoftexas.org/>
* Autism Treatment Center- <https://atcoftexas.org/>
* Best Buddies International- <https://www.bestbuddies.org/texas/>
* National Association for the Deaf- <https://www.nad.org/>