NORTH CAROLINA
DEPARTMENT OF PUBLIC INSTRUCTION
Maurice "Mo" Green, Superintendent of Public Instruction
www.dpi.nc.gov

Education Preparation Provider Complainant Process

Pursuant to North Carolina General Statue 115C-269.55, the North Carolina State Board of Education (SBE) has the authority to receive reports of allegations of noncompliance regarding specific laws and rules associated with Educator Preparation Program (EPP) requirements. The SBE does not have the authority to receive complaints related to contractual arrangements with an EPP, commercial issues, obtaining a higher grade or credit for training, or seeking reinstatement to an EPP. The complaint process allows students to report allegations of noncompliance with Article 17D of Chapter 115C of the General Statutes.

The following is the current SBE process for addressing a formal complaint:

1. Students may submit the formal complaint form below to Thomas.Tomberlin@dpi.nc.gov
2. SBE staff will send confirmation of receipt within 30 days of receiving the submission.
3. SBE staff will forward all complaints to the North Carolina Department of Public Instruction's (NCDPI) division responsible for educator preparation for further action, including assessing the complaint, providing a severity status and prioritizing the complaint accordingly, and determining jurisdiction.
    a. If staff determine that the complaint is not within the State Board of Education's jurisdiction, staff shall notify the complainant that the complaint will be closed without further action.
    b. If staff determine the complainant knew or should have known about the events giving rise to a complaint more than three years before the earliest date the complainant filed a complaint with either NCDPI staff or the EPP, NCDPI staff will notify the complainant that the complaint will be closed without further action.
    c. If a complainant has not exhausted all applicable complaint and appeal procedures that the EPP has established to address complaints, NCDPI staff may delay initiating an investigation until the EPP's complaint and appeal process is complete.
4. If NCDPI staff determine that the complaint falls within the jurisdiction of the SBE, staff will notify the EPP of the alleged complaint.
    a. The EPP will have 30 days to submit a response and artifacts to dispute the complaint.
5. Upon completion of its review, NCDPI staff will notify both the individual and the EPP in writing of the findings of the review.
    a. If NCDPI staff find that a violation occurred, the notice will specify the statute and/or rule that was alleged to have been violated.
6. Each party will have ten business days from date of notification to present additional information or to dispute the findings of the review.
    a. After reviewing any additional information, if NCDPI staff find that no violation has occurred, the complaint will be closed and NCDPI staff will notify both parties in writing.
    b. After reviewing any additional information, if NCDPI staff find that the EPP has violated SBE rules and/or state law, additional actions may be taken against the EPP.
7. The State Board of Education shall retain a copy of all alleged violations for use in EPP risk assessment.

Complainant Contact Information

Date: _____

Name: _____
Last *First* *M.I.*

Email: _____

Phone Number: _____

Mailing Address: _____

_____

Additional Contact Information: _____

_____

Educator Preparation Program: _____

Licensure Area: _____

Complaint Description

Certain information is necessary to review a complaint. Please fill out this form carefully and as completely as possible. The North Carolina Department of Public Instruction (NCDPI) can only accept complaints that allege a violation of a federal or state education law or regulation over which the NCDPI has the jurisdiction, or authority, to regulate. The violation that is alleged must have occurred not more than three years prior to the date the complaint is received by the NCDPI.

Describe the alleged violation (describe the nature of the problem). Summarize the complaint within the space provided:
Describe the facts on which the allegation is based. Please be specific.
What are significant dates and events related to the allegation? Please be specific.
Describe the documents that support the described facts.
Describe your efforts to resolve the complaint in other ways, such as the district or charter school's local complaints process.