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1. The original complaint form and any attachments.
2. All other documents submitted by the stakeholder at Level One.
3. The written response issued at Level One and any attachments.
4. All other documents relied upon by the Level One Program employee in reaching the Level One decision.

The Program legal authority or designee shall schedule a conference within ten days after the appeal notice is filed. The conference shall be limited to the issues and documents considered at Level One. At the conference, the stakeholder may provide information concerning any documents or information relied upon by the Program employee for the Level One decision. The Program legal authority or designee may set reasonable time limits for the conference.

The Program legal authority or designee shall provide the stakeholder a written response within ten days following the conference. In reaching a decision, the Program legal authority or designee may consider the Level One record, information provided at the Level Two conference, and any other relevant documents or information the Program legal authority or designee believes will help resolve the complaint.

Recordings of the Level One and Level Two conferences, if any, shall be maintained with the Level One and Level Two records.

If the complaint Program employee who has authority to remedy the alleged problem is the Program legal authority or designee, the complaint may begin at Level Two following the procedure, including deadlines, for filing the complaint form at Level One.

COMPLAINTS TO THE TEXAS EDUCATION AGENCY

If the stakeholder is not satisfied with the complaint process or outcome, the stakeholder may file a complaint against the Program with the Texas Education Agency. The official Texas Education Agency complaint process can be found at