act ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆ Conflict / Resolution Policy

As per TAC Code Ch. 228.70- The Texas Education Agency requires that every EPP must provide a conflict resolution policy and procedure on their website and provide it to candidates.

At ACT, we want to make sure that you have received the best customer service possible, and if there are any concerns, our office staff wants to know.

1. All concerns must be presented in writing to the program director. You may email them to rqueen@actsanantonio.com or mail them to:

   Rae Queen
   ACT Program Director
   6800 Park Ten Blvd – Suite 290W
   San Antonio, TX 78213

2. You must state your name, current contact information, and position within the concern: candidate, former intern, campus administrator, mentor teacher to one of our candidates.

3. Include a brief description of the concern.

   ACT will return contact within 15 school business days to schedule an appointment to review / address concerns. If the concern can not be resolved, the complainant may initiate the TEA Complaint Process that is located on their website.