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# Prueba de Español Appeals/Grievance

## Procedures

For appeals related specifically to the Prueba Spanish competency test, the following procedures will be followed. Address complaints to the director of the Planning Office/Prueba.

- The complaint should contain the name and address of the person(s) filing it, and briefly describe the issue. It should be filed with the director within 10 working days from the date of the complaint.
- An investigation conducted by the director, as may be appropriate, shall follow the filing of a complaint. The investigation shall be informal but thorough, and it should afford all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.
- At least three members of the Prueba Committee will convene a special meeting to meet with the complainant and, at a separate time, any other party involved for review of the incident.
- A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the director and forwarded to the complainant no later than 20 working days after the filing.
- The director shall maintain the files and records relating to the complaints for a period of three years. Test booklets and response cassette tapes used in the administration of Prueba will be maintained in a secure location for the period of one year. At the end of one year, the test booklets will be shredded and the cassette tapes erased.
- If a grievance is against the director, the above procedures are to be followed with the exception that the initial complaint should be addressed to the director's supervisor who is the University president.
- The complainant can request a reconsideration of the case in instances of dissatisfaction with the resolution. The request for reconsideration should be made to the State Department of Education within 10 working days of the resolution of the complaint.
- The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by nor shall the use of this procedure be a prerequisite to the pursuit of other remedies.
- These rules shall be constructed to protect the substantive rights of interested persons, and to meet appropriate due process standards.
- Test takers will have one year from the date they took the exam in which to file a complaint. Any complaint filed after that date will not be accepted.