



State Office of Administrative Hearings

P.O. Box 13025, Austin, Texas 78711-3025

Phone 512.475.4993

Formal Complaint Form

The State Office of Administrative Hearings (SOAH) is committed to providing exceptional service to its customers and, therefore, treats all complaints seriously. Each complaint will be thoroughly assessed and SOAH will take action when appropriate for the betterment of the agency and in the public interest.

FORMAL COMPLAINT PROCESS

If you wish to file a complaint related to your experience or interactions with SOAH, you must do so in writing as set forth in the [External Complaints Policy](#). SOAH has provided this complaint form to assist you in gathering and submitting the information required for SOAH to fully and fairly evaluate your complaint.

***This downloadable PDF form is only for individuals who prefer to print and mail their complaint.** If you prefer to submit a complaint online, you must use the [Formal Complaint Form](#) on SOAH's website.

PLEASE NOTE THE FOLLOWING IMPORTANT INFORMATION

Before filing a complaint, you should understand the process first. Here's what you need to know.

Filing a formal complaint with SOAH is not the proper procedure for seeking any form of legal relief or challenging or appealing the outcome of a ruling in a case at SOAH. The complaint process is not an internal appeal procedure, and it cannot result in an order overturning the decision of an Administrative Law judge (ALJ or judge). Challenges to the outcome of a proceeding must be filed either with the referring agency or with the appropriate court depending on the law applicable to your case. SOAH cannot serve as your lawyer or provide you with legal advice about your case.

Additionally, the filing of a complaint is not the appropriate procedure for requesting to disqualify or remove an ALJ from a proceeding. Any motion seeking the disqualification or recusal of an ALJ must be timely filed with the challenged ALJ in accordance with SOAH's Rules of Procedure. *See* 1 TEX. ADMIN. CODE § 155.152.

ALJs employed by SOAH are granted statutory decisional independence. TEX. GOV'T CODE § 2003.022(d)(2). Accordingly, complaints related to the actions of an ALJ in an administrative hearing will be reviewed only to determine whether the judge conducted the proceedings professionally and appropriately as required in the judge's role as a neutral and independent finder of fact.

Your complaint, including your identity as the complainant, is not confidential and may be subject to disclosure in accordance with the Public Information Act. Anonymous complaints are not allowed due to legal prohibitions against *ex parte* and improper communications. In the event your complaint is opened for investigation, enforcement procedures require a copy of the complaint and associated documentation be forwarded to the Respondent including your name and contact information.

Before you file your complaint, take a moment to make sure you have included all of the important information. If the information provided with your complaint does not contain enough information for SOAH to determine whether it meets the requirements for a valid complaint, your complaint may not be opened for investigation.



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You must complete all required fields marked with an asterisk (*).

1. General Subject Matter of Complaint (check all that apply): *

- ☐ Judge's decision, order, or action
- ☐ Procedural matter (SOAH rules, policies, procedures)
- ☐ General administrative matter not related to a specific case
- ☐ Technology (eFile Texas, MOVEit, Zoom, etc.)
- ☐ Customer service
- ☐ Conduct of SOAH employee
- ☐ Other

2. Contact Information: *

Name: _____

Mailing Address: _____

Preferred Phone Number: _____

Email Address: _____

Are you represented by an attorney or non-attorney advocate? If yes, please provide name and contact information. If no, please type N/A for not applicable. *



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3. Person, Case, or Matter you are complaining about: *

Name: _____

Title (if known): _____

SOAH Docket Number (please type N/A if item is not applicable): _____

4. Complaint Description: *

Describe your complaint in detail, including the allegations, dates, names, locations, and the specific events or actions leading to you filing this complaint.

What facts support the allegation(s)? What significant dates and events are relevant to and support the allegation(s)?

What documents should be reviewed by SOAH during the investigation of the allegation(s)?



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5. Resolution *

What steps have you taken to resolve your complaint? (For example, did you file a motion or objection in your case? Did you discuss your concerns with a SOAH supervisor?)

Provide a proposal for resolving the complaint allegation(s).

By submitting your complaint, you are confirming the following:

-I have reviewed SOAH's External Complaint Policy and I understand that the SOAH complaints process may not be used in lieu of following the applicable law and rules to appeal a decision or order issued by an administrative law judge.

-I have provided my complete and accurate name, address, and contact information where I can be reached.

-I have provided detailed information about the alleged violation(s), described the steps taken to resolve my complaint, and provided a proposed solution.

-I understand that my complaint, including my identity as the complainant, is not confidential and may be subject to disclosure in accordance with the Public Information Act.

-I certify that, to the best of my knowledge, the information provided in the complaint is true and accurate.

-I am submitting the complaint no later than one (1) calendar year after the alleged violation(s) occurred.

***Once complete, please mail this form to:**

**Hon. Kristofer Monson
Chief Administrative Law Judge
State Office of Administrative Hearings
P.O. Box 13025
Austin, Texas 78711-3025**