



# Student Complaint Process

## POLICIES

Academic Integrity

ADA Compliance

Data Retrieval

Distance Learning

Documentation of Online Attendance (for faculty members)

Emergency Management

Exam Proctoring

Inclement Weather

Online Attendance and Participation (for students)

Student Complaint Process

Student Identity Verification

If an SHSU Online student has an issue and/or complaint with an online course or online program, the university offers the opportunity for resolutions via established processes designed to help resolve concerns and grievances.

## Definition of Grievable Actions


A grievable action is an action that:

- 1. Is in violation of written campus policies or procedures, or
- 2. Constitutes arbitrary, capricious or unequal application of written campus policies or procedures.

The Dean of Students' Office provides student grievance services to address concerns of currently enrolled SHSU students. The function of this service is to personally assist students in achieving satisfactory resolutions to university related challenges listed above. Additionally, the Dean of Students Office makes referrals to appropriate campus departments or offices when necessary.

To utilize this service, after consulting the [SHSU Student Guidelines](#), simply complete the [SHSU Student Grievance intake form](#) and the [Grievance survey](#) and return it to the Dean of Students' office, after which you will be contacted.

*Remember, an important function Dean of Students' Office is to serve as your advocate!*




## Texas Distance Education

The Texas Higher Education Coordinating Board (THECB) adopted rules codified under Title 19 of the Texas Administrative Code, Sections [1.110 – 1.120](#), on October 25, 2012. The rules create a student complaint procedure to comply with the U.S. Department of Education's "Program Integrity" regulations, which require each state to have a student complaint procedure in order for public and private higher education institutions to be eligible for federal Title IV funds.

The first step in addressing a complaint is to follow your institution's complaint procedures. If your institution is unable to resolve the matter after you have exhausted their complaint and appeal processes, you may file a complaint with this Agency.

Texas Higher Education Coordinating Board  
1200 E. Anderson Lane  
Austin, TX 78752  
[Click Here for THECB Website](#)



## Southern Association of Colleges and Schools Commission on Colleges

All universities are required to provide both current and prospective students with contact information for filing complaints with its accrediting body and the appropriate state agency for handling complaints in a student's resident state. Sam Houston State University is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award bachelor, master, specialist, doctoral and professional degrees.

Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 300334097 or call (404) 6794500 for questions regarding the accreditation of Sam Houston State University.

If you would like to file a complaint with the Southern Association of Colleges and Schools Commission on Colleges, download the [SACS Complaint Procedures form](#).

For detailed information on policies and procedures regarding filing a complaint with SACS, [see the Complaint Procedures policy guide](#) on the SACS website.



Need Help? Contact Our Dedicated *Support Desk*.

CAMPUS

- Campus Map
- University Contacts
- Personnel & Department Search
- Academic Calendar
- KatSafe
- Employment

STATE OF TEXAS

- The State of Texas
- Open Records
- Texas Homeland Security
- Texas Veterans Portal

TRAIL

- State Auditor's Fraud Reporting Hotline
- Online Institutional Resumes
- Governor's Committee on People with Disabilities
- Compact with Texans

LEGAL

- Accreditations
- SHSU Policies
- Emergency Policies & Procedures
- Report Fraud & Abuse
- Where the Money Goes
- College Portrait
- HB 2504 Compliance
- Privacy & Security Policy



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