

Student Complaints Guidelines
Sam Houston State University

**Departments/Offices Responsible for
Maintaining Records of Formal Student Complaints**

Division of Academic Affairs

- Provost's Office
- Office of Graduate Studies
- Office of Research and Sponsored Programs
- Honor's College
- College of Business Administration
- College of Criminal Justice
- College of Education
- College of Fine Arts and Mass Communication
- College of Health Sciences
- College of Humanities and Social Sciences
- College of Sciences

Division of Enrollment Management

- Vice President for Enrollment Management
- Office of Undergraduate Admissions
- Office of Graduate Admissions
- Office of Financial Aid
- Office of the Registrar

Division of Finance and Operations

- Office of the Controller
- Human Resources & Risk Management
- University Police Department/Parking

Division of Student Services

- Dean of Students Office
- Bearkat OneCard Services
- Counseling Center
- Health Center
- Recreational Sports
- Residence Life