

The U.S. Department of Education requires an institution offering distance education to provide enrolled and prospective students with contact information for filing complaints with its accrediting agency and with the appropriate state agency for handling complaints in the student's state.

For complaints regarding grades, course requirements and course procedures follow the Texas Southern University **Undergraduate** (see page 44) or **Graduate** (see page 32) grievance policies.

If an issue cannot be resolved internally, you may file a complaint with your state. States generally require that students exhaust all internal means of resolution before filing a complaint. The **Student Grievance Contact Information for Individual States** provides phone number, email and/or links to state education agencies.

Texas Southern University is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award Bachelor's, Master's and Doctoral degrees. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Texas Southern University.

For questions concerning the complaint process, please contact the Student Liaison office at (713)313-7040 or email at Labrie_la@tsu.edu.