SARA Student Complaint Process

Student files Complaint with the Institution

Complaint NOT resolved at Institutional level

Complaint resolved at the Institutional level

NC-SARA

NEBHE SREB MHEC WICHE

National Council for State Authorization Reciprocity Agreements

A voluntary, regional approach to state oversight of distance education

Student may appeal to the Institution's SARA State Portal Entity as noted on the NC-SARA website

Process ends; no notification to NC-SARA or State Portal Entity

Student appeals to SARA State Portal Entity

Student DOES NOT appeal to SARA State Portal Entity

Institution Home SARA State Portal Entity notifies the SARA State Portal Entity of the student's location

Process ends

Institution Home SARA State Portal Entity has final authority on SARA Complaint(s)

On quarterly basis, Institution Home State Portal Entities report status of Complaint(s) to NC-SARA

*Student complaints about grades or student conduct may not be appealed to the SARA State Portal Entity. Complaints about fraud or criminal activity can go to any state Attorney General or the Office of Inspector General or complaint unit of the Dept of Education.

2/5/2019