

SARA Complaint Resolution Process

1. Institutional Responsibility:

- Complaints are first addressed through the institution's internal grievance resolution procedures

Allegations of criminal offenses or violations of state laws may be reported directly to relevant state agencies

Appeals to SARA State Portal Entity:

- If the institutional process does not satisfactorily resolve the complaint, it can be appealed to the SARA State Portal Entity in the institution's home state within two years of the incident

Complaints about grades or student conduct violations are excluded from this process as they are governed by institutional policies and state laws

Role of the SARA State Portal Entity:

- The entity investigates unresolved complaints and ensures proper redress for valid cases

It may collaborate with other responsible entities in the institution's home state during the resolution process

Final Resolution:

- The decision made by the institution's home state SARA State Portal Entity is final, except for specific exceptions outlined in SARA policies

Scope and Limitations

- The policies apply to students engaged in interstate distance education under SARA agreements
- Institutions must inform students about their own and SARA's complaint resolution procedures

These processes aim to centralize complaint resolution within the institution's home state, ensuring fairness and compliance with consumer protection standards