



## OUT-OF-STATE DISTANCE EDUCATION COMPLAINT POLICY

### PURPOSE

The purpose of this policy is to ensure compliance with the State Authorization Reciprocity Agreement (SARA) by outlining grievance and consumer protection procedures for out-of-state distance education students.

### STATEMENT OF POLICY

This policy outlines the grievance process and consumer protection options for students enrolled in out-of-state distance education programs, in compliance with the State Authorization Reciprocity Agreement (SARA). This section ensures that all out-of-state distance education students are informed about their rights and the proper steps to resolve any issues under the SARA framework.

- **Internal Complaint Procedures**

Students are encouraged to first use the institution's internal grievance procedures to address any concerns. These procedures are available [here](#).

- **Impact of SARA on Out-of-State Distance Education Students**

SARA provides consumer protection for out-of-state distance education students. However, SARA policies do not cover complaints related to academic grades, student conduct violations, or matters of academic judgment. Students with concerns in these areas should follow the institution's internal grievance process or relevant department policies.

- **Appeal Process to SARA State Portal Entity**

If a student feels that their grievance has not been adequately resolved, they may appeal the institution's decision to the **SARA State Portal Entity** in New York State within two years of the incident that led to the complaint. The contact information for the State Portal Entity is:

**Office of College and University Evaluation**

Attn: Supervisor of Higher Education Programs

89 Washington Avenue

Room 960 EBA

Albany, NY 12234

Phone: 518-474-1551

Email: [IHEAuthorize@nysed.gov](mailto:IHEAuthorize@nysed.gov)

- **NC-SARA Complaint Process**

For additional guidance on the SARA complaint process, students can visit the NC-SARA student complaint page [here](#).

- **New York State Education Department Complaint Procedures**

Students who wish to file a complaint with the New York State Education Department may do so by visiting the following link: [NYSED Complaint Procedures](#).