

**STATE AUTHORIZATION RECIPROCITY AGREEMENT (SARA)
STUDENT COMPLAINT FORM**

Name:
Address:
Phone number:
E-mail address:

Affiliation with institution named below:

current student former student

parent or guardian of student

other

Institution:

Degree level and major of student:

Date of attendance at institution:

Start: End:

Have you gone through institution's formal complaint process?

If yes, attach documentation that you have gone through the complaint process.

If no, please explain in your detailed complaint description why you were unable to complete the complaint process. ADHE will only address complaints after the student has exhausted his or her appeals at the institutional level.

Complaint Description

Describe your complaint in detail, including the names of any faculty or staff you contacted about the complaint.

Give titles and contact information for the faculty or staff you contacted.

Will you be submitting additional documentation regarding this complaint?

By submitting this form, I affirm that I am a current or former student of the institution named above or the parent or guardian of a current or former student who is currently under age 18 and under my legal guardianship. I agree to allow the Arkansas Division of Higher Education to submit a copy of my complaint to the above named institution for a response. I further authorize the institution to transmit student records related to me or the individual under my guardianship affected by the institution's actions to the Arkansas Department of Higher Education for review. The information I have provided to the Arkansas Department of Higher Education is complete, true, and correct to the best of my knowledge.

Print name: _____

Signature: _____

Date: _____

STATE AUTHORIZATION RECIPROCITY AGREEMENT (SARA)

SARA (**State Authorization Reciprocity Agreement**) is an agreement among member states that establishes comparable national standards for interstate offering of postsecondary distance education courses and programs.

A SARA Complaint is a **formal assertion in writing** that a person, Institution, State, agency or other organization or entity operating under the provisions of the SARA Manual has violated the policies set forth in the SARA Manual or of laws, standards or regulations incorporated in the SARA Manual.

SARA consumer protection provisions require the institution's home state, through its SARA State Portal Entity, to investigate and resolve allegations of dishonest or fraudulent activity by the state's SARA-participating institutions, including the provision of false or misleading information.

A student has the right to lodge a complaint or grievance. The institution should ensure that all concerns and complaints of students are addressed fairly and are resolved promptly. Student complaints relating to consumer protection laws offered under the terms and conditions of the State Authorization Reciprocity Agreement (SARA), must first be filed with the institution to seek resolution.

The student should begin the complaint process with the institution and if resolution is not found, the student would contact the institution's home state SARA Portal Entity. NC-SARA maintains a directory of SARA [State Portal Entities](#).