

## For Students Enrolled in Distance Education Programs Outside of Georgia or Kentucky

The National Council for State Authorization Reciprocity Agreements (NC-SARA) has a grievance process for students, residing outside of the states of Georgia and Kentucky, enrolled in distanced education programs. NC-SARA's student compliance resolution process is as follows:

- 1) The complainant must follow the formal complaint or grievance process of the institution. It is important to keep records and documentation that provide evidence of the problem and the complainant's efforts to solve it through the institution's internal process.
- 2) If, after exhausting internal grievance procedures, the institution of higher education has not responded to the complainant's satisfaction or a satisfactory remedy has not been found, the complainant may contact GA-SARA for further investigation into the issue. In order for GA-SARA to initiate an investigation, the following must be true: The student must have exhausted all available grievance procedures established by the institution of higher education. The student must complete the "Student Complaint Form" (below) and submit the form to GA-SARA. The student's complaint must contain a detailed description of the claim, including dates, times and full names of all involved, as well as the actions taken by both the student and the institution to attempt to resolve the matter. The Student Complaint Form must be electronically signed, attesting to the truth and accuracy of the complaint. The student recognizes that GA-SARA will not investigate anonymous complaints. By signing and submitting the Student Complaint Form, the student acknowledges that GA-SARA may share the information provided with the school, other relevant organizations, and individuals, in order to help resolve the matter in dispute. GA-SARA does not guarantee a student-acceptable remedy or resolution resulting from this submission or its investigation into the allegation.
- 3) Upon receipt of the completed and signed Student Complaint Form, GA-SARA will open an investigation if the matter being disputed falls within its jurisdiction. As appropriate, GA-SARA will conduct the investigation or refer the issue to another agency that is authorized to address the issue. All complaints will be handled as expeditiously as possible. The student may be contacted during the investigation to submit additional documented evidence of the allegations against the institution, which may include copies of enrollment agreements, contracts, syllabi, receipts, financial aid notices, promissory notes, or relevant correspondences from the institution related to the complaint. Students should not submit original documents, as they may not be returned.
- 4) All parties will be notified in writing of the outcome of the investigation. If the complaint is outside of GA-SARA's jurisdiction, it may be directed to the institution's governing board, accrediting body, or to another agency that is authorized to address the concerns, if appropriate.
- 5) Students are reminded that they always have the right to seek advice from a private attorney. Students should be aware that submission of a complaint will be recorded and may be used for statistical reporting or other purposes.
- 6) To file a formal complaint regarding an institution domiciled in Georgia that is approved to participate in the SARA program administered by NC-SARA providing postsecondary distance education courses or programs, fill out the ["Student Complaint Form"](#) in its entirety and submit it electronically to GA-SARA.