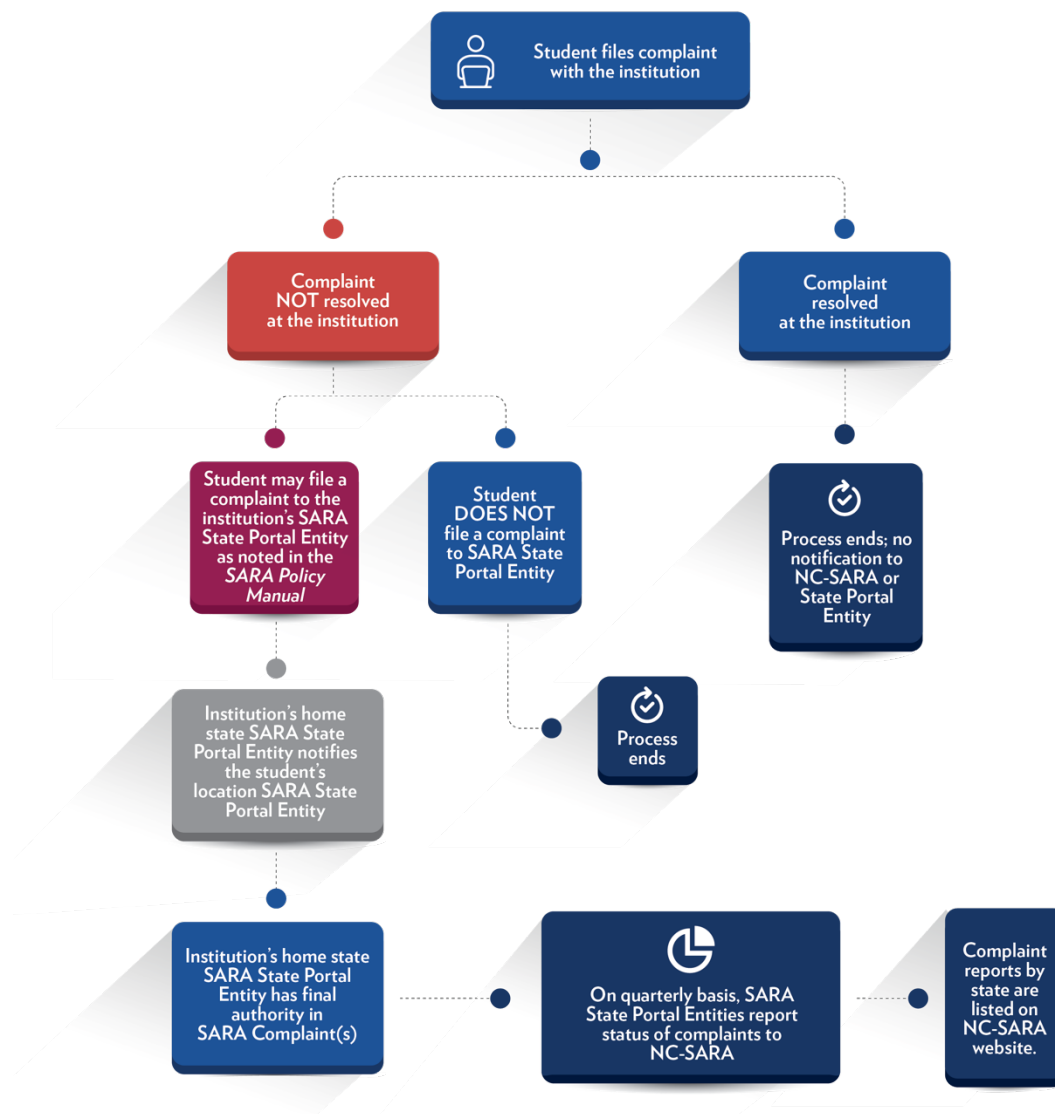


4.5 Process for resolving complaints

SARA STUDENT COMPLAINT PROCESS



*Student complaints about grades or student conduct may not be filed 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. *January 2021*

- a. Complaints against an institution operating under SARA policies go first through the institution's own procedures for resolution of grievances. Allegations of criminal offenses or alleged violations of a state's general-purpose laws may be made directly to the relevant state agencies.
- b. Complaints regarding student grades or student conduct violations are governed entirely by institutional policy and the laws of the SARA institution's home state.