

## **SARA Complaint Resolution Form**

### **State of Nevada**

#### **Portal Agency: Nevada System of Higher Education**

This form is for any current or former student enrolled in an online course leading to a degree or certificate provided by a State Authorization and Reciprocity Agreement (SARA) approved institution of postsecondary education in the State of Nevada *who has already gone through the institution's complaint process*. Only complaints resulting from distance education courses, activities and operations provided by SARA participating institutions to students in other SARA states come under the coverage of SARA. SARA complaints must be filed with the institution within one year and with the Portal Agency within two years of the incident about which the complaint is made. Complaint may be made on the following bases:

- Deceptive trade practices and other acts of fraud, including but not limited to the following:
  - Intentionally and materially representing falsely, directly or by implication any statement or representation, oral, written, or visual, in connection with the offering of educational services, including but not limited to statements or representations relating to recruitment and marketing information; tuition, fees and other charges; and admissions information;
  - Adopting a name, trade name, or trademark that represents falsely, directly or by implication, the quality, scope, nature, size, or integrity of the institution or its educational services;
  - Representing, directly or by implication, that students who successfully complete a course or program of instruction may transfer the credits earned to any institution of higher education;
  - Intentionally and materially representing falsely, directly or by implication, in its advertising or promotional materials or in any other manner, the size, location, facilities, or equipment of the institution; the number or educational experience qualifications of its faculty; the extent or nature of any approval received from any state agency; or the extent or nature of any accreditation received from any accrediting agency or association; or
  - Providing prospective students with testimonials, endorsements, or other information that materially misleads or deceives prospective students or the public regarding current practices of the institution.
- Violation of other consumer protection regulations:
  - Inaccurate job placement data;
  - Inaccurate information about the institution's accreditation and/or any programmatic/specialized accreditation held by the institution's programs;
  - Inaccurate information about whether course work meets any relevant Professional Licensing requirements or the requirements of specialized accrediting agencies; or
  - Operation of distance education programs inconsistent with practices expected by institutional accreditors (and, if applicable, programmatic/specialized accreditors) and/or the C-RAC Guidelines for Distance Education.
- Otherwise failing to comply with the requirements of the State Authorization Reciprocity Agreement (SARA).

#### **Links to Additional Information**

[State Authorization Reciprocity Agreement \(SARA\)](#)  
[C-RAC Guidelines for Distance Education](#)

**Complaints involving student grades or student conduct violations are governed entirely by institutional policy and not appealable under this process.**

**COMPLAINANT INFORMATION**

Name of Complainant:

Student Status:

Mailing Address:

Phone Number:

Email:

**INSTITUTION INFORMATION**

Name of Institution:

Location of Institution:

Degree or Certificate Program Name:

Start Date at Institution:

End Date at Institution:

**Complaint - Section A**

Have you gone through the institution's formal complaint process?

If you answered 'yes,' please provide a detailed description of how you exhausted the complaint process at the institution. (If you answered 'no,' please go to Section B.) Please attach all documentation related to the filing of your complaint and the subsequent responses showing that you have exhausted your appeals at the institutional level.

**Complaint - Section B**

If you answered 'no,' please explain below why you were unable to complete the complaint process at the institution. Note that NSHE will only address complaints after a student has exhausted his/her appeals at the institutional level. Please attach documentation as necessary. If you answered "yes," skip to Section C.

**Complaint - Section C**

Please describe your complaint in detail, including the names of any college or university faculty or staff you spoke with about the complaint. Please attach existing documentation that may substantiate the complaint, which may include: institutional documents, catalogs, transcripts, contracts, brochures, course syllabi, email or other correspondence regarding the complaint between the complainant and the institution.

**Complaint - Section D**

Please provide the titles and contact information for the individuals (if any) you mentioned in the above sections.

**SUBMISSION OF COMPLAINT FORM**

Please send this form and copies of any documentation that support your complaint and/or show that you have gone through the institution's complaint procedures to: [rdavis@nshe.nevada.edu](mailto:rdavis@nshe.nevada.edu) or mail them to:

Renée Davis, Assistant Vice Chancellor and Director of Student Affairs  
SARA Portal Agency  
Nevada System of Higher Education  
2601 Enterprise Road  
Reno, NV 89512

By submitting this form, I affirm that I am a current or former student of the institution named above. I agree to allow the Nevada System of Higher Education to submit a copy of my complaint and supporting materials to the above-named institution for a response. I further authorize the institution to transmit student records related to me affected by the institution's actions to the Nevada System of Higher Education mission for review. I understand that I may have to submit an information release form to the institution. I understand the decision/ruling of the Nevada System of Higher Education is final. I certify that the information I have provided to the Nevada System of Higher Education is complete, true, and correct to the best of my knowledge and belief.

Name:

Signature:

Date: