

# HOW TO FILE A SARA STUDENT COMPLAINT

## KEY

SPE = State Portal Entity

SARA = State Authorization Reciprocity Agreements

## I HAVE A COMPLAINT ABOUT VIOLATIONS OF SARA POLICY. WHAT SHOULD I DO?



First, file a complaint  
with your institution



## WAS YOUR COMPLAINT RESOLVED?

NO



## I WANT TO FILE A COMPLAINT WITH THE STATE

You may now file a complaint with the  
institution's SARA SPE.

Contact the SPE of your institution's  
home state

Start with the NC SARA Institution Directory  
on the NC SARA website

Select the home state of your institution

The SPE contact will be on the right side  
of this webpage



## WHAT HAPPENS NEXT?

The institution's home state SARA SPE has  
final authority in SARA complaints

Institution's home state SARA SPE notifies  
your location's SARA SPE.



Process ends

## HOW DO I CHECK FOR SARA COMPLAINTS?

Quarterly, SARA SPEs report the status of complaints to NC-SARA.  
Complaint reports are listed on NC-SARA website by state.