

# 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.