

Georgia SARA Student Complaint Process

a. Please describe the state's process for handling student complaints about SARA-participating institutions.

The student, in the majority of cases, should exhaust the institution's complaint procedure. If so, once received (and the complaint is not grade-related), I will confirm receipt with the student. Then I will reach out to my SARA contact at the institution with the complaint and request a response with any relevant documentation. From there, I will review what's provided and made a determination if sufficient documentation has been provided. The determination is then communicated to both parties.

b. Web link for the state's SARA Student Complaints Process.

<https://gnpec.georgia.gov/student-resources/complaints-against-institution/ga-sara-student-complaint-rules>

c. Who is the contact person for receiving SARA student complaints?

Contact Name: Magda Rivers

Title: Deputy Director/GA-SARA Coordinator

Agency: Georgia Nonpublic Postsecondary Education Commission

Address: 2082 E. Exchange Place

Email: mrivers@gnpec.ga.gov

Phone: (770) 414-2644

URL: gnpec.ga.gov

d. Clarifying comments: