

New York SARA Student Complaint Process

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

The SARA complaint process is as follows:

-Students must first attempt to resolve their complaint using internal administrative procedures offered by the SARA participating institution.

-Students attending a State University of New York (SUNY) or a City University of New York (CUNY) campus must also exhaust the complaint process at the system administration level:

State University of New York

Central Administration

State University Plaza

Albany, NY 12246

Web: <https://system.suny.edu/university-life/student-concerns/>

City University of New York

Office of the General Counsel

205 East 42nd Street, 11th floor

New York, NY 10017

<https://www.nyc.gov/site/dca/consumers/file-complaint.page>

-If not satisfied with the result of the institution's complaint process, the student may file an appeal with the SARA State Portal Entity in New York State by completing the Office of College and University Evaluation Complaint Form. Complainants should include documentation of the institution's complaint determination, and if applicable the results of a complaint appeal to CUNY or SUNY System Administration.

-In reviewing a student complaint under SARA, OCUE may consult with other offices and agencies as appropriate and will share the complaint and supporting documentation with the institution involved. OCUE must report a SARA complaint to the student's home State Portal Entity

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

<https://www.nysed.gov/college-university-evaluation/sara-student-complaint-process>

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

Contact Name: Andrea Richards

Title: Supervisor of Higher Education Programs

New York SARA Student Complaint Process

Agency: New York State Education Department
Address: 89 Washington Avenue, 960 EBA Albany NY 12234
Email: IHEAuthorize@nysed.gov
Phone: (518) 474-1551
URL:

d. Clarifying comments: