

Tennessee SARA Student Complaint Process

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

Out-of-State distance education students with SARA related complaints who have completed the institutional grievances process may submit a Request for Complaint Review to the Tennessee Higher Education Commission using the form that is available at <https://forms-dpsa.thec.tn.gov/Forms/RCR>. Thereafter, THEC will consult with the institution to try to resolve the complaint. If resolution is not met, THEC will request a copy of the institution complaint investigation file and any other related documents. THEC may request from the complainant or the institution answers to written questions and may attempt to effectuate settlement. In the event that a settlement is neither sought nor reached, commission staff shall recommend a resolution of the complaint to the THEC executive director. Thereafter, process will continue as described at Tenn. Code Ann. Section 49-7-1506.

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

<https://www.tn.gov/thec/for-institutions/postsecondary-state-authorization/request-for-complaint-review.html> and <https://forms-dpsa.thec.tn.gov/Forms/RCR>

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

Contact Name: Julie Woodruff

Title: Senior Compliance Counsel

Agency: Tennessee Higher Education Commission

Address: 312 Rosa Parks Ave, 9th Floor

Email: thec.sara@tn.gov

Phone: (615) 741-3605

URL: <https://www.tn.gov/thec/for-institutions/postsecondary-state-authorization/request-for-complaint-review.html>

d. Clarifying comments: