



SARA Student Complaint Process Policy

Every student deserves a positive educational experience. Sometimes a student's experience may not be what they anticipate, and the student may have a concern or a complaint. A student has the right to lodge a complaint or grievance.

Standard College ensures that all concerns and complaints of students are addressed fairly and are resolved promptly. Student complaints relating to consumer protection laws offered under the terms and conditions of the State Authorization Reciprocity Agreement (SARA), must first be filed with Standard College to seek resolution.

Standard College has authorized the SARA Virginia State Portal Entity to investigate and resolve allegations of dishonest or fraudulent activity, including the provision of false or misleading information.

A "Complaint" means a formal assertion in writing that a person, institution, state, agency, or other organization or entity operating under the provisions of the *SARA Policy Manual* has violated the policies set forth in the *SARA Policy Manual* or of laws, standards or regulations incorporated in the *SARA Policy Manual*. Relevant provisions include:

- Only those complaints resulting from distance education courses, activities, and operations provided by SARA-participating institutions to students in other SARA states come under the coverage of SARA. Complaints about Standard College's in-state operations are to be resolved under the state's normal provisions, not those of SARA.
- Complaints against Standard College must first go through the institution's own procedures for resolution of grievances. If a resolution is not found, the student may contact the SARA Virginia State Portal Entity. Allegations of criminal offenses or alleged violations of a state's general-purpose laws may be made directly to the relevant state agencies.
- If a student bringing a complaint is not satisfied with the outcome of Standard College's process for handling the complaint, the complaint (except for complaints about grades or student conduct violations) may be appealed, within two years of the incident about which the complaint is made, to the SARA Virginia Portal Entity.

The SARA Virginia State Portal Entity has final authority in SARA complaints.

SARA Virginia State Portal Entity Contact Information

Darlene Derricott, Director of Academic Services

804.225.2621

darlenederricott@schev.edu

[State SARA Website](#)



State Council of Higher Education for Virginia
101 N 14th St, 9th Floor
Richmond, VA 23219

Standard College agrees to work with the SARA Virginia Portal Entity to resolve any complaints arising in SARA states and to abide by the decisions of that entity regarding resolution of such complaints. The college maintains and make available a complaint policy and process that addresses student complaints, including student consumer complaints. The college provides the institution's and SARA's complaint resolution policies and procedures to all students taking courses under SARA policies on the institution's website and Student Handbook/Catalog. The information is provided to students electronically when they enroll in the programs. The college takes initial responsibility for the investigation and resolution of SARA-related complaints from students. The college will cooperate with the [SARA State Portal Entity](#) (and any other responsible entities in the state) completely during any further consideration of SARA complaints. The college communicates with faculty at the institution about the institution's obligations regarding SARA-related complaints.

Here's an overview of [How to File a SARA Student Complaint](#) in a larger view format.

If you wish to know more about how to file a SARA-related complaint, please reference this tip sheet of [Frequently Asked Questions](#).