

## Student Complaint Process

Roberts Wesleyan University seeks to ensure that all student complaints are addressed fairly and equitably. Students with a complaint relating to grades or the academic process are advised to follow the procedures listed in the [Student Academic Grievance Policy](#) (also listed in the Academic Catalog).

Roberts Wesleyan University operates its distance education programs under the approval of NC-SARA ([National Council for State Authorization Reciprocity Agreements](#)). NC-SARA consumer protection provisions require the institution's home state, through its [SARA State Portal Entity](#), to investigate and resolve allegations of dishonesty or fraudulent activity by the state's SARA-participating institutions. Per NC-SARA guidelines, "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 the institution to seek resolution." Students with complaints outside of the academic process that are specifically related to NC-SARA policies may be directed to Dr. David Basinger, Chief Academic Officer ([basingerd@roberts.edu](mailto:basingerd@roberts.edu)).

If all grievance procedures have been followed, all avenues of appeal exhausted and documentation provided that such procedures have been exhausted and the matter remains unresolved, then the student has the right to [file a complaint](#) with the NYS Office of College and University Evaluation. Please note that complaints relating to grades, the academic process and general student conduct issues are not governed by this SARA distance education complaint procedure.

The New York State SARA Portal Entity is:

**Andrea Richards**

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