

## Kentucky SARA Student Complaint Process

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

- Receive complaint.
- Confirm complaint and complainant meet all criteria to be processed as a SARA complaint.
- Confirm all required information regarding the complainant and the complaint has been received.
- Ask the institution to provide a written response.
- Review written response from the institution, investigate further as needed, and share findings with the complainant.
- Report complaint detail and resolution to NC-SARA and the appropriate SPE.

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

[https://cpe.ky.gov/campuses/consumer\\_complaint.html](https://cpe.ky.gov/campuses/consumer_complaint.html)

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

Contact Name: CPE Consumer Complaint

Title:

Agency: KY Council on Postsecondary Education

Address: 100 Airport Road, 2nd Floor, Frankfort, KY 40601

Email: [cpeconsumercomplaint@ky.gov](mailto:cpeconsumercomplaint@ky.gov)

Phone: (502) 573-1555

URL: [https://cpe.ky.gov/campuses/consumer\\_complaint.html](https://cpe.ky.gov/campuses/consumer_complaint.html)

**d. Clarifying comments:**

Complaints must be in writing.

A student complainant submits a complaint to our agency via the Complaint Form on our agency's complaint webpage:

[https://cpe.ky.gov/campuses/consumer\\_complaint.html](https://cpe.ky.gov/campuses/consumer_complaint.html) .