

Texas SARA Student Complaint Process

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

All student complaints are initially sent to the Student Complaints team within our agency. If SARA policy is involved, or likely involved, the Texas SPE is included in the process. The Texas SPE will also reach out to other state SPEs as appropriate based on the location of the participating institution and the student complainant.

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

<https://www.highered.texas.gov/student-complaints/> AND
<https://www.highered.texas.gov/state-authorization-reciprocity-agreement/>

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

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d. Clarifying comments:

Texas Admin Code Sec. 7.56 contains process for SARA student complaints: Institutions operating under SARA shall make their resolution policies and procedures readily available to students taking courses under SARA provisions.

(1) Complaints against an institution operating under SARA must first go through the institution's own procedures for resolution grievances.

(2) If a person bringing a complaint is not satisfied with the outcome of the institutional process for handling complaints, the complainant may appeal, within two years of the incident, to the board.

(3) Coordinating Board staff will review the appeal, determine a resolution to the appeal, and notify the complainant and the institution of the decision.