Student files complaint with the institution

If the complaint is not resolved at the institutional level, the student may appeal to the portal agency of the (home) state in which the institution is legally domiciled.

If the student appeals to the state portal agency:
- The home state portal agency notifies NC-SARA of the appealed complaint and notifies the portal agency of the (host) state where the student is located for collaborative problem resolution.
- On a quarterly basis, home state portal agencies report the status of complaint(s) to NC-SARA.

If the student does not appeal to the state portal agency:
- Process ends.

Complaint resolved at institutional level:
- Process ends; no notification to NC-SARA or State Portal Agency.

*Student complaints about grades or student conduct may not be appealed to the portal agency.*