

Student Complaint Process

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

Roberts Wesleyan College operates 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. If all grievance procedures have been followed, all avenues of appeal exhausted and documentation provided that such procedures have been exhausted, then the student has the right to [file a complaint](#) with the NYS Office of College and University Evaluation. The New York State SARA Portal Entity is:

Emily Sutherland

Supervisor of Higher Education Programs

IHEauthorize@nysed.gov

518.474.1551

New York State Education Department

89 Washington Ave

Albany, NY 12234

United States