

Council Members ~

As part of the College's agreement with the State Authorization Reciprocity Agreement (SARA), the College is mandated to post the below narrative in specific locations – the College's website, the College Catalogue, and the Student Handbook. Additionally, SARA requires that the narrative must be the same in all locations. SARA has approved this narrative, and it has been posted to the website. As changes to the Student Handbook normally brought before the College Council, the College wanted to share this mandate with you.

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**Student Complaint Process and SARA**

SUNY Canton participates in the [State Authorization Reciprocity Agreements \(SARA\)](#). SARA's policies help protect students and provide benefits to both states and institutions carrying out distance education in multiple states.

SUNY Canton follows the complaint resolution policies and procedures outlined within the [SARA Policy Manual](#) and summarized on their webpage for [Student Complaints](#). Consumer protection complaints resulting from distance education courses, activities, and operations may be submitted to SUNY Canton for investigation and resolution. Information on SUNY Canton's Complaint Procedure and [contact information](#) for filing a complaint is located on the [SUNY Canton complaint procedure](#) webpage. If a student is dissatisfied with SUNY Canton's resolution, a concern may be submitted to System Administration of the State University of New York as outlined on the [SUNY Office of University Life](#) webpage for student concerns. And, if still not satisfied, a complaint may be submitted, within two years of the incident about which the complaint is made, to the [New York State Education Department](#). Please note that this does not include complaints about grades or student conduct violations, which are to be fully addressed via campus processes, not through the NC-SARA complaint resolution procedures.