## **Kansas Board of Regents**

1000 SW Jackson, Suite 520 Topeka, KS 66612-1368

## STATE AUTHORIZATION RECIPROCAL AGREEMENT (SARA) COMPLAINT PROCEDURE

The Kansas Board of Regents (KBOR) is authorized to investigate complaints received from out-of-state students enrolled in programs offered by Kansas based "State Authorization Reciprocal Agreement" (SARA) member institutions. For purposes of KBOR jurisdiction, the SARA applies to postsecondary educational institutions that are (1) SARA members (having applied and been approved) (2) physically located in Kansas and (3) that offer online degree programs to out-of-state students who reside in another SARA state.

Out-of-state students enrolled in programs offered by a Kansas-based SARA member institution, and who reside in a different state that is also a party to the SARA Agreement, may make a complaint regarding that program and institution by using the **KBOR SARA COMPLAINT FORM**.

Whenever possible, before making a complaint the student should attempt to reach a solution by first taking the following steps:

- 1. Discuss the issue thoroughly with the teacher or other involved school employee(s). If there is no resolution continue to Step 2.
- 2. Discuss the issue with the manager or director of the school. If there is no resolution continue to Step 3.
- 3. Present the facts and issue to the owner of the school.

  If there is no satisfactory resolution, file a written complaint with KBOR using the KBOR **SARA**Complaint Form.

## KANSAS BOARD OF REGENTS (KBOR) SARA COMPLAINT FORM

If you are a student who resides in a SARA member state other than Kansas, who is or was enrolled in an program offered by a Kansas-based SARA member institution, and you wish to make a complaint about that school or program, please complete this form and attach copies of any additional documents you believe will provide pertinent information.

Complete this online form and upload all associated documents to <a href="mailto:complaints@ksbor.org">complaints@ksbor.org</a>

Send the completed form and attached documents to:

Kansas Board of Regents SARA Complaint Division 1000 SW Jackson St., Suite 520 Topeka, Kansas 66612-1368

## OR

FAX the forms and documents to: 888-975-8313

1. Your Information: Name:			
-	;;		
City: State:			
Zip: Phone Number: Email:	DaytimeEvening		
Student's Addre	ess at time of enrollment: Same as above different than above above, provide address at time of enrollment:		
2. School Information	mation:		
School's Name: Address:			
Zip:	Kansas		
3. Program info Name of Progra Degree or Certif Date of Enrollm			
	nnel contact information ersonnel who are involved or that you have contacted about this matter – attach if necessary:		

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Contact (address, phone number, email, etc.):
5. Complaint (describe nature of situation or problem). Attach additional pages if necessary:
6. Requested Remedy or Assistance What resolution are you seeking?
Explanation - State why you are seeking this remedy or result (attach copies of any documents
related to specific requests - evidence of why you believe that the requested resolution is appropriate
or owed to you):
7. Prior Attempts to Resolve the Issues:
A. Have you contacted the school about this matter?
Yes No
If no, state why not:
If yes state:
When:
In writing? Yes No (if yes, attach copies)
Did you receive a response from the school? Yes No
If yes, what was the school's response? (if in writing, attach copies)
B. Have you filed a complaint with any other agency (Better Business Bureau, Attorney General's Office, U.S. Department of Education, etc.)? YesNo
2.1100, 2.15. Department of Education, 200.7. 105110
If yes, what was the agency's response? (If in writing, attach copies)

C. Have you contacted a private attorney to assist you with this matter currently assisting or advising you in this matter? Yes No	
If yes, provide the name and address of the attorney:	
D. Have you been involved in any judicial or administrative proceedin Yes No	gs with the school?
If yes, describe the law suit or administrative procedure and attach relawho filed, when was it filed, what is its current status, what is/was the	outcome, etc.):
8. Documentation	
PROVIDE COPIES OF ALL DOCUMENTS RELEVANT TO THE EXAMPLE - ADVERTISING MATERIAL YOU RELIED UPON SIGNED, E-MAILS, INFORMATION or STATEMENTS PROVING SCHOOL, ENROLLMENT AGREEMENTS, CATALOGS, RECEPTED (Front and back), BILLS, ETC.	, CONTRACTS YOU DED TO YOU BY THE
Are All Relevant Documents Enclosed or Attached? Yes No	
If "No," List what it is not included and explain why it was omitted:	
9. Verification I understand and agree that the Kansas Board of Regents (KBOR) and attorneys, nor do they represent me in any legal capacity. I understand period during which I may file private legal action(s). I understand that attorney if I have any questions about my legal rights and responsibilit with this matter. I further understand and agree that this completed for and attached documents may be forwarded to the school against whom to other individuals or agencies as appropriate. I agree and understand form or any other documents to KBOR those documents become public Open Records Act (KORA) and potential subpoenas, and may become for copies be made to the KBOR. Finally, I declare and verify that all of make in this complaint form are true and correct to the best of my known.	that Kansas law limits the time at I should contact a private ies or if I need legal assistance rm, including my responses a the complaint is directed, and that once I send a complaint ic records subject to the Kansas accessible should a request of the contents and statements I
Signature: Date:	