

NC-SARA Student Complaint Process

Hunter College-City University of New York participates in the National Council for State Authorization Reciprocity Agreements (NC-SARA). Under NC-SARA consumer protection rules, students have the right to lodge a complaint if the student's experience in an online program is not as anticipated. Prior to being referred to the SARA State Portal Entity (NYSED), all consumer protection complaints must go through the Hunter College [internal complaint procedure](#). In the event that it is not resolved at the institutional level, the complaint may be brought to NC-SARA. The NC-SARA complaint procedure can be found [here](#). For additional information on the SARA complaint process, see the section 4 of the [SARA Policy Manual](#).

Student complaints regarding grades and general student conduct are heard at the institutional level and are not governed by NC-SARA. The Hunter College grade complaint process can be found [here](#).