Online Student Complaint Procedure

Students enrolled in online programs who have complaints, grievances, or concerns regarding courses taken at Sullivan University should refer to the Grievance/Official Complaint Procedure outlined in the Sullivan University Academic Catalog (https://sullivan.edu/academic-catalogs) Students should first seek to resolve their complaints through informal discussion and administrative channels. This is the same process for all students enrolled at Sullivan University.

In the unlikely event that the issue is not resolved internally at Sullivan University, students enrolled in online programs may file complaints with other agencies. The process will depend upon where a student resides:

1. Current Residents of Kentucky
2. Out-of-State Students residing in a "SARA" state* – see states
3. Out-of-State Students residing in a non-"SARA" state* – see states

*The State Authorization Reciprocity Agreement (SARA) is a voluntary agreement that allows states and institutions to offer distance education in other participating states so long as the institution adheres to certain quality and consumer protection standards. More information on SARA can be found here. Kentucky is a member of SARA and Sullivan University is an approved SARA institution.

Complaint Process for Current Residents of Kentucky

The Kentucky Council on Postsecondary Education (KCPE) is the agency in Kentucky that handles complaints about Sullivan University and has the ability to act on those complaints from students residing in Kentucky. Students should attempt to resolve the complaint through the established protocol at Sullivan University before contacting KCPE.

How to File a Consumer Complaint - Ky. Council on Postsecondary Education

Complaint Process for Out-of-State Students Residing in SARA States

As the designated portal agency under SARA, the Kentucky Council on Postsecondary Education (KCPE) is the agency that handles complaints about Sullivan University and has the ability to act on those complaints from students enrolled in online programs residing in SARA-member states. Though the final resolution of complaints will be through the KCPE, the student's home state portal agency may also work with the KCPE to resolve the complaint. To view a list of SARA portal agencies, please view the NC-SARA States page. Students who live in a state that has joined SARA (see map for participating states) should follow the procedures listed here to initiate complaints pursuant to SARA policy.

1. Follow the University's Grievance/Official Complaint Procedure listed on pages 139-140 of the Sullivan University Catalog.
2. If the complaint cannot be resolved at the University, file a complaint with the Kentucky Council on Postsecondary Education, the state SARA portal agency: How to File a Consumer Complaint - Ky. Council on Postsecondary Education

Complaint Process for Out-of-State Students Residing in Non-SARA States

Students who live in a non-SARA state (currently just CA, in addition to the U.S. Territories) may file a complaint with an agency in the student's state of residence. Below is a list of agencies where complaints for non-SARA states or territories may be filed. Please note: Sullivan University does not maintain these agency websites, and information may change without the university's knowledge. Students should attempt to resolve the complaint through the established protocol at Sullivan University before contacting their home state agency.

- **California**
  California Bureau for Private Postsecondary Education
  P.O. Box 980818
  W. Sacramento, CA 95798-0818
  Telephone: (916) 574-8900 or (888) 370-7589
  Fax: (916) 263-1895
  Email: bppe@dca.ca.gov
  Complaint form: http://www.bppe.ca.gov/forms_pubs/complaint.pdf [PDF]

U.S. Territories

- **American Samoa**
  American Samoa Department of Education
  https://www.amsamoadoe.com/http://www.doe.as/
- **Guam**
  Guam Department of Education https://www.gdoe.net/
- **Northern Mariana Islands**
  Office of the Attorney General
  Administration Building
  P.O. Box 10007
  Saipan, MP 96950-8907
  670.664.2341
- **Puerto Rico**
  Puerto Rico Council on Higher Education
  PO Box 1900
  San Juan, PR 00910-1900
  Telephone: (787) 641-7100
  Fax: (787) 641-2573
  General website: http://www.ce.pr.gov/
  Complaints procedure: Link [PDF]
- **U.S. Virgin Islands**
  U.S. Virgin Islands Department of Education http://www.vide.vi/

Examples of types of student complaints that may be brought to a SARA portal entity include, but are not limited to, complaints regarding tuition and fee information, accreditation, whether a program meets licensure requirements, or course transfer information. Grade appeals and student conduct appeals are not reviewed by the SARA portal entity. Complaints regarding student grades or student conduct violations are governed entirely by institutional policy and the laws of the SARA institution's home state.