

State Authorization and Reciprocity Agreement (SARA) Student Complaint and Grievance Process

The University is a member of NC-SARA (National Council for State Authorization Reciprocity Agreements). In addition to ensuring that institutions are authorized to offer academic programs in other states, NC-SARA provides a pathway for students to submit consumer protection complaints (also known as grievances). Pursuant to NC-SARA's rules, initial responsibility for the investigation and resolution of complaints resides with the University. Further consideration and resolution, if necessary, is the responsibility of the SARA Portal Entity which is the Missouri Department of Higher Education and Workforce Development.

Examples of consumer protection complaints for SARA purposes include, but are not limited to:

- Veracity of recruitment and marketing materials;
- Accuracy of job placement data;
- Accuracy of information about tuition, fees and financial aid;
- Complete and accurate admission requirements for courses and programs;
- Accuracy of information about the institution's accreditation and/or any programmatic/specialized accreditation held by the institution's programs;
- Accuracy of information about whether course work meets any relevant professional licensing requirements or the requirements of specialized accrediting bodies;
- Accuracy of information about whether the institution's course work will transfer to other institutions; and
- Operation of distance education programs consistent with practices expected by institutional accreditors (and, if applicable, programmatic/specialized accreditors) and/or the Council of Regional Accrediting Commissions (C-RAC) Guidelines for distance education. Student complaints, including claims that their rights under law or University policy have been violated, may be resolved by a two-step process.

Step 1 – Internal Complaint Resolution Process:

The initial responsibility for resolving the complaint resides with the institution. Your first step as a student, regardless of residency, is to submit a complaint to the University's General Counsel and Chief Compliance Officer, Kenneth E. Fleischmann, by phone 314.446.8104 or email at kenneth.fleischmann@uhsp.edu.

Additionally, you can file a complaint by name or anonymously through the University's Ethics and Compliance Hotline by using the following link: [Ethics and Compliance Hotline \(uhsp.edu\)](#).

Step 2 – External Complaint

If you are dissatisfied with the resolution of the University’s grievance process, you may refer your complaint to the Missouri Department of Higher Education and Workforce Development (DHEWD). You may contact the department by calling 573.522-1377 or emailing Joshua Fischer at Joshua.Fischer@dwed.mo.gov.

The student will be directed to submit the complaint in writing, using a complaint form provided by the DHEWD. It may be mailed, scanned or faxed to the department and must include supporting documentation.

If there is no indication institutional remedies have been exhausted, the complaint will be returned for that purpose. Complaints that fall within the jurisdiction of the department will be investigated and resolved as appropriate by the relevant unit of the DHEWD. All parties to the complaint will be notified of its resolution by mail.