UNIVERSITY OF
HEALTH SCIENCES
& PHARMACY
in St. Louis

SARA Complaint Process

The University of Health Sciences and Pharmacy in St. Louis (UHSP) participates in the State Authorization Reciprocity Agreements (SARA), administered nationally by the National Council for State Authorization Reciprocity Agreements (NC-SARA).

SARA establishes a framework for participating institutions to offer distance education activities across member states and provides a process for addressing certain student consumer protection complaints.

Students participating in educational activities covered by SARA may submit complaints regarding the University's compliance with applicable consumer protection requirements. The University is responsible for initially investigating and attempting to resolve student complaints. If a complaint cannot be satisfactorily resolved through the University's internal procedures, an eligible complaint may be appealed to the appropriate SARA State Portal Entity.

Complaints Covered Under SARA

SARA complaints generally involve allegations concerning consumer protection, misrepresentation, fraud, or other matters within the scope of SARA policies.

Examples include, but are not limited to:

- Accuracy and truthfulness of recruitment and marketing materials;
- Accuracy of job placement information;
- Accuracy of information regarding tuition, fees, and financial aid;
- Completeness and accuracy of admission requirements for courses and programs;
- Accuracy of information regarding institutional or programmatic accreditation;
- Accuracy of information concerning whether coursework satisfies professional licensing requirements;
- Accuracy of information regarding the transferability of academic credits; and
- Operation of distance education programs consistent with applicable accreditation standards and SARA requirements.

Complaints involving grades or student conduct violations are not eligible for appeal through the SARA complaint process. Such matters must be addressed through the University's applicable academic or student conduct policies.

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Students should use the University's established complaint and grievance procedures before seeking external review.

Step 1 — Internal Complaint Resolution Process

The initial responsibility for investigating and resolving student complaints resides with the University.

Students who wish to submit a complaint should contact:

Christopher Hickey
Paralegal and Contract Specialist
University of Health Sciences and Pharmacy in St. Louis
Phone: 314-446-8161
Email: christopher.hickey@uhsp.edu
Students may also submit complaints, including anonymous complaints, through the University's Ethics and Compliance Hotline.

Ethics and Compliance Hotline: UHSP Ethics Hotline Reporting

Students are encouraged to provide a written description of the complaint, relevant dates, supporting documentation, and any steps previously taken to resolve the concern.
The University will review the complaint in accordance with its applicable institutional policies and procedures.

Students should retain documentation of their complaint and the University's response if they intend to pursue external review.

Step 2 — External SARA Complaint Process

If a student is dissatisfied with the outcome of the University's internal complaint process, an eligible complaint may be appealed to the appropriate SARA State Portal Entity.

Effective July 1, 2026, a complainant may submit an appeal to either:
1. The SARA State Portal Entity in the institution's home state; or
2. The SARA State Portal Entity in the state where the student is located.

An appeal must be submitted **within two years of the incident** giving rise to the complaint.
The SARA State Portal Entity receiving the appeal will coordinate with the institution's home-state SARA State Portal Entity as required by SARA policy.

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The institution's home-state SARA State Portal Entity is responsible for the final resolution of eligible SARA complaint appeals, subject to applicable SARA policy provisions. The State Portal Entity (SPE) can be found here: https://nc-sara.org/state-portal-entity-contacts/

For UHSP, the home-state SARA State Portal Entity is:

Missouri Department of Higher Education and Workforce Development (MDHEWD)

Phone: 573-522-1377
Website: https://dhewd.mo.gov/
Email: joshua.fischer@dhewd.mo.gov
Students should consult the department's current complaint procedures and submission instructions before filing an appeal.

Additional information about SARA complaint procedures and State Portal Entities is available through NC-SARA:
https://nc-sara.org/sara-student-complaints-process-information-state/

Complaint Submission and Documentation
Students seeking external review should be prepared to provide:

- A written description of the complaint;
- Documentation supporting the allegations;
- Evidence of efforts to resolve the complaint through the University's internal process;
- The University's response or resolution, if available.

The appropriate SARA State Portal Entity will determine whether the complaint falls within its jurisdiction and whether additional information is required.
Complaints that have not completed the institution's internal resolution process may be referred back to the University.