



The National Council for State Authorization Reciprocity Agreements (NC-SARA) is a nonprofit organization that helps expand students' access to educational opportunities and ensure more efficient, consistent, and effective regulation of distance education programs.

SARA consumer protection provisions require the institution's home state, through its SARA State Portal Entity, to investigate and resolve allegations of dishonest or fraudulent activity by the state's SARA-participating institutions, including the provision of false or misleading information.

Students have the right to lodge a complaint or grievance. Sterling College will ensure that all concerns and complaints of students are addressed fairly and are resolved promptly. Student complaints relating to consumer protection laws offered under the terms and conditions of the State Authorization Reciprocity Agreement (SARA), must first be filed with Sterling College to seek resolution. Complaints may be submitted in writing to the Dean of Academics.

If resolution is not found, the student would contact the institution's home state SARA Portal Entity. NC-SARA maintains a directory of SARA [State Portal Entities](#).

SARA reviews complaints resulting from distance education courses, activities and operations provided by SARA-participating institutions to students in other SARA states come under the coverage of SARA. Complaints about a SARA institution's in-state operations are to be resolved under the state's normal provisions, not those of SARA.

For more information about the SARA Complaint Process visit the [NC-SARA Complaint Page](#).