

Roane State Complaint Policies for Certain Distance Education Students Enrolled Through the State Authorization Reciprocity Agreements (“SARA”)

The policies below apply to students who are:

- non-Tennessee residents in [State Authorization Reciprocity Agreement \(“SARA”\) states](#) and who are enrolled in a distance education program/course or
- attending an out-of-state learning placement in a [SARA state](#) other than Tennessee

The nature of complaints to be addressed through these policies include violations of SARA policies and dishonest or fraudulent activity. These policies do not apply to complaints concerning student grades or student conduct violations. For more information on complaint subject matter see [SARA Policy Manual](#) Sections 4.2 and 4.3.

Institution Complaint Procedures <https://www.roanestate.edu/?6562-Complaint-Procedures>

Additional Complaint Policies

- Tennessee Higher Education Commission (“THEC”)
 - Students (as described above) must complete the institution complaint process before appealing to THEC.
 - Students who are not satisfied with the institution’s resolution of their complaint may appeal the institution decision to THEC using the [Request for Complaint Review form](#). Additional information on the THEC complaint process is available at [THEC Complaint Review Process](#). Students may also contact THEC.RCD@tn.gov with questions.
 - The appeal to THEC must be filed within two (2) years of the incident about which the complaint is made.
 - Out-of-state student may also contact their home state higher education authority; although student may be referred to THEC. See [State Portal Entity Contacts | NC-SARA](#) for a listing of SARA states and contacts.
 - Students residing in non-SARA states, currently California only, should consult their respective state of residence for further instructions for filing a complaint.
 - Any person claiming damage or loss as a result of any act or practice by an [authorized postsecondary educational institution](#) or its agent that is a violation of Title 49, Chapter 7, Part 20 or Rule Chapters 1540-01-02 or 1540-01-10, may file a complaint with THEC after exhausting the institution complaint process. More information is available at [THEC Complaint Review Process](#), 312 Rosa Parks Ave., 9th Floor, Nashville, TN, 37243, (615) 741-3605. Students may also contact THEC.RCD@tn.gov with questions.]