

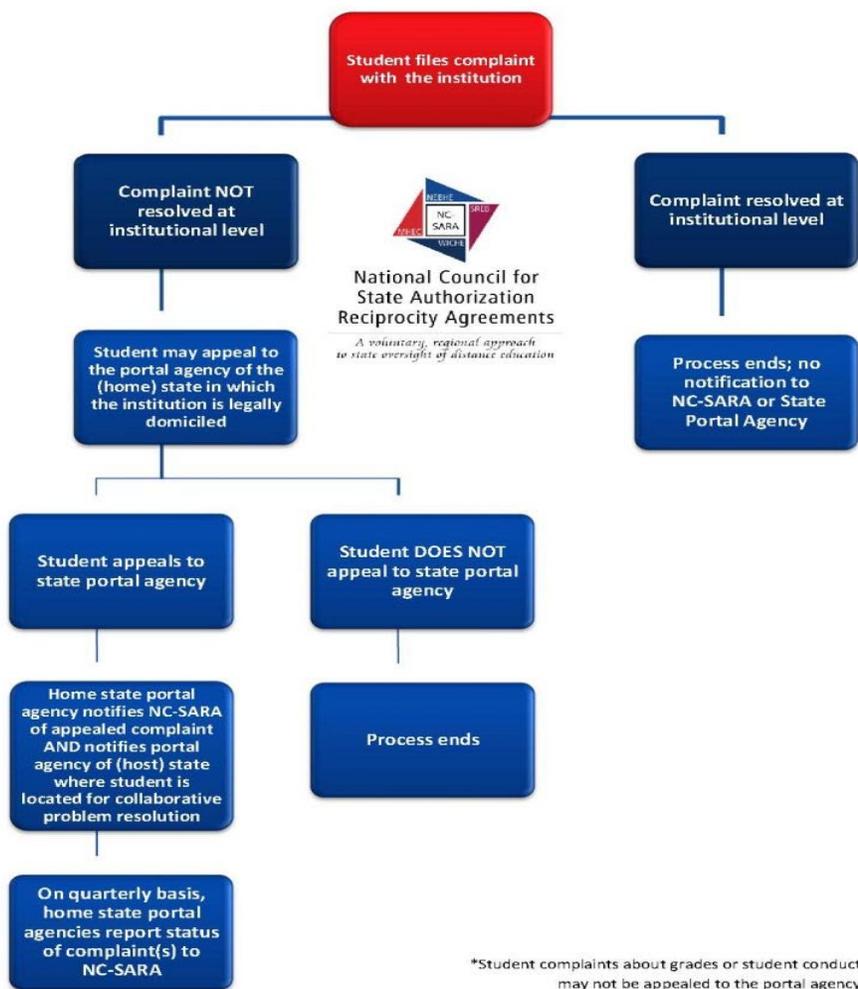


Online Student Complaint Form

According to federal law [§34 CFR 600.9 \(a\) \(1\)](#), each state must have an appropriate process and entity to address student consumer complaints about the institution in which a student is or was previously enrolled. Mid-America Christian University (MACU) deals with complaints from online students using the process and policies developed and overseen by the National Council for State Authorization Reciprocity Agreements (SARA). MACU’s campus is in the State of Oklahoma. The [Oklahoma State Regents for Higher Education](#) (OSRHE) is the portal agency for all SARA-related matters within the state.

According to the [SARA Manual](#) (January 2020), “Complaints against an institution operating under SARA policies go first through the institution’s own procedures for resolution of grievances” (p. 34). If the institution fails to resolve the complaint, the student may then contact the portal agency, in this case, OSRHE, to resolve the complaint. The graphic below shows the steps taken to resolve online complaints.

SARA Student Complaint Process



Note – “Complaints regarding student grades or student conduct violations are governed entirely by institutional policy and the laws of the SARA Institution’s Home State” (SARA Manual, p. 34).



To file a complaint, send an email to the SARA Principal Investigator at MACU, Dr. Sharon Lease at sharon.lease@macu.edu. Be sure your email contains the information requested in Sections 1 and 2 below.

Section 1 – Personal Information

- Your Full Legal Name:
- Major and expected year of graduation:
- Mailing Address:
- Telephone:
- Your preferred email address:
- Preferred method of contact:

Section 2 – Information about Your Complaint

- Provide the first date on which the events or issues occurred:
- Please describe your complaint in detail.
- If this complaint is against a specific person(s), please list name(s) and title(s).
- What attempts have you made to resolve this complaint up to now? Please state who you contacted and what transpired
- Why do you think the complaint was not able to be resolved in your prior attempts?
- What resolution would you consider fair? What resolution do you seek?
- Any other information you want to provide?
- Is there any person who you do NOT want to be told of your complaint? (Keep in mind that it may be difficult to resolve if those involved cannot be asked to explain or respond). NOTE: RETALIATION AGAINST A STUDENT FOR MAKING A COMPLAINT IS ABSOLUTELY PROHIBITED, AND WILL BE CONSIDERED A SERIOUS VIOLATION OF PROFESSIONAL RESPONSIBILITY.
- **I, type your name hereby certify that the above information is true and correct to the best of my knowledge and belief. I grant permission for this complaint to be forwarded to MACU officials for purposes of investigation and response.**