

STUDENT GRIEVANCE PROCEDURES FOR DISTANCE EDUCATION STUDENTS

This page outlines the specific grievance procedures for distance education students residing in SARA member states and should be read in conjunction with NYU's comprehensive student complaint policies. See Student Grievance Procedures (<https://www.nyu.edu/about/policies-guidelines-compliance/policies-and-guidelines/student-grievance-procedure.html>) for details.

New York University is an institutional participant in the National Council for State Authorization Reciprocity Agreements (NC-SARA). The State Authorization Reciprocity Agreement (SARA) allows NYU to offer distance education to students in other SARA member states without seeking separate authorization from each state.

If you are enrolled in a distance education course or program offered by NYU and reside in a SARA member state, you are encouraged to first try to resolve any complaint through NYU's internal grievance procedures. NYU's procedures are designed to address student issues efficiently and fairly.

Note: SARA policies do not cover complaints related to academic grades or student conduct violations. These matters are addressed through NYU's established academic grievance and student conduct procedures, linked above.

If your complaint falls within SARA's scope and cannot be resolved internally, you may file it with the New York State Education Department (NYSED), which serves as NYU's SARA State Portal Entity. Complaints must be submitted within two years of the incident in question.

For additional guidance on the overall student complaint process, including resources for filing external complaints after internal resolution, please visit Student Complaint Information (<https://www.nyu.edu/students/academic-services/student-complaint-information.html>).

Additional Resources for SARA Complaints:

- SARA Student Complaints
- New York State Education Department (NYSED) Complaint Procedures (<https://www.nysed.gov/college-university-evaluation/complaints/>)

This information is provided in compliance with NC-SARA policies effective January 1, 2026, which require institutions to publish student complaint procedures both on their website and in the student catalog or handbook.