**DISTANCE EDUCATION GRIEVANCE PROCESS**

Students must first go through the institutional complaint process listed in the institution’s website under grievance process.

If the student is not satisfied with the outcome of the complaint, the student may contact the Commission for Independent Education, 325 W. Gaines Street, St. 1414, Tallahassee, FL 32399- 0400 or email [cieinfo@fldoe.org](mailto:cieinfo@fldoe.org).

Distance Education students who have completed the internal institutional grievance process and the applicable state grievance process may appeal non-instructional complaints to the Florida State Authorization Reciprocity Agreement (FL-SARA) Postsecondary Reciprocal Distance Education Coordinating (PRDEC) Council. For additional information on the complaint process, please visit the FL-SARA Complaint Process Page <https://www.fldoe.org/sara/complaint-process.stml>. The student may appeal the complaint to the Council by sending an email to [FLSARAinfo@fldoe.org](mailto:FLSARAinfo@fldoe.org).

**Requirements**

* Complaint must be filed within two years of the incident about which the complaint is made.
* Complete the institutional and state agency complaint process prior to submitting complaint to the Council.
* Complaint must be a formal assertion in writing that the terms of SARA, or of laws, standards or regulations incorporated by SARA, are being violated by a person, institution, state, agency or other organization or entity operating under the terms of SARA.
* You are a student of a FL-SARA approved institution.
* If you are not a student, but have a concern about any of the above, you may submit a complaint.