

Grievance Procedures for Students Enrolled in Distance Education Under the State Authorization Reciprocity Agreement (SARA)

Students enrolled in distance education courses (online classes), or online programs who are residents of states other than Missouri, and when such state is a SARA participating state, may after exhausting their options under Calvary's grievance procedures appeal the institution's decision to the Missouri Department of Higher Education (MDHE). Only complaints that do not involve grades or student conduct may be appealed within two years of the incident to the Missouri Department of Higher Education.

➤ **Missouri Department of Higher Education**

P.O. Box 1469

Jefferson City, MO 65102-1469

1-573-751-2361

If MDHE receives a complaint about a Missouri institution, the complainant will be contacted by MDHE staff to determine if the complainant has exhausted the grievance process at Calvary Bible College. If the institutional grievance process has been completed, MDHE will provide appropriate forms to file a formal complaint against the institution. If the complainant has not utilized the institutional remedies available, the individual will be directed to contact Calvary Bible College to seek resolution.

The formal complaint must be submitted in writing using the form provided by MDHE. The complaint may be mailed or faxed and must include supporting materials as well as documentation verifying that all institutional remedies have been exhausted. MDHE staff will acknowledge receipt of the formal complaint in writing.

SARA related complaints that fall within the jurisdiction of MDHE will be investigated and resolved as appropriate by MDHE. SARA applies only to those complaints resulting from distance education courses offered by participating institutions to students in other SARA states. It does not apply to distance education activity inside Missouri or to on-ground campuses. Complaints concerning criminal misconduct will be referred to local law enforcement authorities. Complaints relating to violations of federal law will be referred to the federal agency having jurisdiction over the matter in question.

Calvary Bible College will provide a response to the complaint within ten working days of official notification by MDHE. All parties to the complaint will be notified of its resolution by mail. MDHE will keep a log of all complaints, record the date received, the name of the complainant, the institution against which the complaint is made, a brief description of the complaint, and the date and nature of its disposition.