

# Northeastern University

**Responsible**

**Office/Department:**

Office of the General Counsel/  
Global Regulatory Affairs

**Contact Information:**

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## **Distance Education/State Authorization Reciprocity Agreement (SARA) Student Complaint Procedures:**

The Massachusetts Department of Higher Education, in its capacity as the SARA portal entity for Massachusetts, reviews and evaluates student complaints regarding distance learning programs offered by Northeastern University in accordance with 610 CMR 12.07.

Complaints that should be filed as a SARA complaint are those that pertain to distance (online) education provided by Northeastern to students residing in other states (i.e.: not Massachusetts) pursuant to SARA only. Students must first attempt to resolve a complaint using the internal administrative procedures below offered by Northeastern. If an issue cannot be resolved internally, a student may submit a SARA complaint to the Massachusetts Department of Higher Education at the following URL:  
<https://www.mass.edu/foradmin/sara/complaints.asp>.

## **Northeastern University Student Complaint Procedures:**

[Graduate Academic Appeals Policies and Procedures](#)

[CPS Undergraduate Academic Appeals Policies and Procedures](#)

[Compliance Hotline](#)

[Office of Student Conduct and Conflict Resolution Incident Reporting](#)

[Academic Integrity Violation Report Form](#)

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