

NYCTCM Policy for Handling SARA Student Complaints

(Revised on 1/16/2026)

Purpose

This policy outlines the process for students enrolled in online programs under the State Authorization Reciprocity Agreement (SARA) to address and resolve complaints. New York College of Traditional Chinese Medicine (NYCTCM) is committed to ensuring transparency, fairness, and timely resolution of all grievances in compliance with SARA requirements.

Scope

This policy applies to all students enrolled in SARA-covered online or hybrid courses in all programs offered by NYCTCM, except complaints involving grades, academic conduct, or discipline, which are governed by separate institutional policies.

Definitions

- **SARA:** State Authorization Reciprocity Agreement, a framework for institutions to provide online education across state lines.
- **Complaint:** A formal expression of dissatisfaction regarding the institution's policies, procedures, or actions that affect the student's educational experience. Only those complaints resulting from distance education courses, activities, and operations provided by NYCTCM to students in other SARA states come under the overage of SARA (not in New York State).
Important! SARA policies do **NOT** cover complaints related to grades or student conduct violations.
- **Examples of SARA consumer protection issues:** Examples of issues that may arise in regard to alleged fraudulent activity, violations of SARA policies, or more general complaints about improper activities include, but are not limited to:
 - Veracity of recruitment and marketing materials;
 - Accuracy of job placement data;
 - Accuracy of information about tuition, fees, and financial aid;
 - Complete and accurate admission requirements for courses and programs;
 - Accuracy of information about the institution's accreditation and/or any programmatic/specialized accreditation held by the institution's programs;
 - Accuracy of information about whether course-work meets any relevant professional licensing requirements or the requirements of specialized accrediting agencies;
 - Accuracy of information about whether the institution's course-work will transfer to other institutions;
 - Operation of distance education programs consistent with practices expected by institutional/programmatic accreditor (Accreditation Commission for Acupuncture & Herbal Medicine) and/or the Interregional Guidelines for the

Evaluation of Distance Education [Online Learning] (C-RAC Guidelines) for distance education.

Policy Statement

NYCTCM is dedicated to providing high-quality educational experiences. Students have the right to voice complaints regarding their educational experience and expect a timely and equitable resolution. This policy ensures compliance with SARA guidelines and fosters continuous institutional improvement.

Process for Addressing and Resolving SARA Complaints

1. Informal Resolution

- Students are encouraged to address concerns directly with the Student Services Coordinator, Angela Moryc-Flyntz, MS., D.Ac., L.Ac., at studentservices@nyctcm.edu.
- If the issue is not resolved informally, the student may proceed with the formal complaint process.

2. Formal Complaint Submission

- Students must submit formal complaints in writing to the Student Services Coordinator Angela Moryc-Flyntz, MS., D.Ac., L.Ac., at studentservices@nyctcm.edu. It should be within thirty (30) calendar days of the incident.
- Complaints must include:
 - Student's name and contact information.
 - Description of the issue, including relevant dates, individuals involved, and any supporting documentation.
 - Desired resolution.

3. Acknowledgment and Review

- The College will acknowledge receipt of the complaint within five business days.
- The complaint will be reviewed by the Administrative Dean who may consult relevant parties and request additional information.

4. Investigation and Resolution

- The College will investigate the complaint and issue a written response within 30 calendar days of receiving all required documentation.
- If additional time is required, the institution will notify the student with an explanation and revised timeline.

5. Appeals Process

5.1 Internal Appeal Process

- If the student is dissatisfied with the resolution, they may appeal in writing to the President or appeals committee (formed by President if needed, which will be composed by members of staff, faculty, and representatives from Student Government Association) within ten (10) business days of receiving the decision.
- The final institutional decision will be issued within fifteen (15) business days of the appeal.

5.2 External Appeal Process

- If the complaint is not resolved satisfactorily at the institutional level, SARA students may appeal the institutional decision to the SARA state portal entity (New York State Education Department) within two (2) years of the incident about which the complaint is made.
- Contact information for the state portal entity is as the following.
Andrea Richards
Supervisor of Higher Education Programs
Phone: 518.474.1551
Email address: IHEauthorize@nysed.gov
Address: New York State Education Department
89 Washington Ave
Albany, NY 12234

6. Web links

- **Web link for the NC-SARA compliant process**
<https://www.nc-sara.org/sara-student-complaints-0>

The SARA complain webpage is information only and is not specifies to any individual state or institution.
- **Web link for the New York State Education Department's complaint procedures**
<https://www.nysed.gov/college-university-evaluation/sara-student-complaint-process>

This website of New York State Education Department is specific to SARA student complaints process

Recordkeeping

All complaints, investigations, and resolutions will be documented and retained for at least five years in compliance with institutional and SARA requirements.

Non-Retaliation Policy

NYCTCM prohibits retaliation against students for filing complaints. Any concerns about retaliation should be reported immediately to the Student Services Coordinator or directly to the Executive Committee.

Policy Review

This policy will be reviewed annually to ensure compliance with SARA and institutional standards.