

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.

After you have exhausted the complaint procedures made available by Northeastern University located at <https://cm.maxient.com/reportingform.php?NortheasternUniv> if your complaint has not been resolved, you may file a complaint with the Massachusetts Attorney General's Office (AGO) by using the [consumer complaint form](#). The AGO [consumer complaint form](#) should be used by students who are located in:

- Massachusetts
- Non-SARA Member States or Territories (e.g., California, Guam, etc.)

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](#)

Northeastern University Contact:

Charlotte Reed - Associate Director of Global Regulatory Compliance – Regional Campuses

creed@northeastern.edu or licensure@northeastern.edu