

Consumer protection complaints resulting from distance education courses

SUNY Adirondack is a member of the National Council for State Authorization Reciprocity Agreements (NC-SARA) and follows the complaint resolution policies and procedures outlined within the [SARA Policy Manual](#) and [\(in this summary\)](#).

Consumer protection complaints resulting from distance education courses, activities, and operations may be submitted by completing the form below and emailing this document to: studentcomplaints@sunyacc.edu for investigation and resolution.

Please note, **this form is not to be used for complaints related to grades or student conduct violations**, both of which are to be fully addressed via campus processes (see the [Grievances section on this page](#)), not through the NC-SARA complaint resolution procedures.

If a student is dissatisfied with the campus-based resolution, a concern may be submitted to System Administration of the State University of New York as outlined on their [Student Concerns webpage](#). And, if still not satisfied, a complaint may be submitted, within two years of the incident about which the complaint is made, to the New York State Education Department's [Filing a Complaint About a College or University webpage](#).

Complaint Form

Students and prospective students may use this form to make a complaint. Parents, relatives, employers, agents, and other persons acting for or on behalf of a student are not considered students under this policy. All student related information will be considered confidential and protected under FERPA (Family Education Rights and Privacy Act).

Please complete the form below and email this document to: **studentcomplaints@sunyacc.edu**

Today's Date:

Student's Full Name:

Email Address:

Phone Number:

Complaint details: