State Authorization Reciprocity Agreement (SARA) & Student Complaints


National Council for State Authorization Reciprocity Agreements Website: https://www.nc-sara.org


Complaints about Connecticut Independent Colleges, Postsecondary Career Schools, and SARA Institutions

The Office of Higher Education is responsible for quality review of independent colleges and the regulation of postsecondary career schools located in Connecticut. As a member of the State Authorization Reciprocity Agreement (SARA), the Office also is responsible for the investigation and resolution of out-of-state students’ complaints against all institutions of higher education based in Connecticut and offering distance education via SARA.

If you believe that GCC has not fulfilled its promises while operating under SARA, you may file a complaint with the Office of Higher Education. We will investigate complaints concerning matters within our statutory authority and, if justified, take appropriate action. Generally, issues falling under our jurisdiction involve academic quality and licensing; issues regarding student life (such as student discipline, grading and housing) fall solely within the purview of institutions. The Office of Higher Education will act only on complaints that were unable to be resolved through the institution’s internal dispute resolution process. Our agency cannot provide legal advice.

Filing a Complaint with the Office of Higher Education

Before contacting the Office of Higher Education, you must first exhaust the school’s internal grievance or complaint procedures. These policies are published in the GCC Catalog and Student Handbook, and are included above. Once you have pursued your concerns using the GCC’s procedures, and have not reached a mutually
agreeable resolution, you may proceed with filing a formal complaint with the Office of Higher Education. To do so, complete an Initial Review form and send it to or mail it to the address at the top of the form.

Licensure vary by state. For more information about licensure, please visit State Authorizations and Disclosures