



Teterboro Campus

Disputes, Investigations and Institutional Appeal Policies

Process for Initiating Dispute Resolution

Informal Dispute

Jersey College is committed to fostering an environment where academic and non-academic concerns can be addressed constructively. For all concerns (grade disagreements, alleged violations of the College's code of conduct and other non-academic issues) the parties involved are encouraged to first seek an informal resolution. For example, any student who questions or raises a concern about a grade or the grading procedure should first contact and interact with the instructor. In cases unrelated to grades—such as alleged violations of the College's code of conduct or other non-academic issues—students and the College should engage in open, respectful, and professional dialogue to understand the concerns and seek an informal resolution. If these informal approaches fail to resolve the issue, the dispute should be resolved utilizing the following procedures.

Grade Concerns

The instructor for each class has the sole authority and responsibility to evaluate a student's performance in the class (including lab, clinical and preceptorship). In the absence of fraud, bad faith, or mistake, the instructor's grades are final. If a student is not able to resolve a grade concern with their instructor, the student may file a written request with the Program Administrator (or if the Program Administrator is the party involved in the incident, then to the Campus Director) to investigate the grade concern. The written notice must include:

- The course number, course name and faculty member;
- A clear and detailed explanation of the alleged fraud, bad faith, or mistake, including specific instances of non-compliance with applicable policies or procedures;
- The names and contact information of any witnesses who can substantiate the alleged fraud, bad faith or mistake; and
- A proposed solution or action.

Code of Conduct or Other Non-Grade Concerns

Individuals who wish to file a concern involving non-academic issues (e.g., a violation of the College's code of conduct or other non-academic concerns, hereafter a "non-grade dispute") may file a formal notice with the Campus Director. The formal notice should be written and include:

- A detailed description of the issue and negative impact;
- The date, time, and place of the event(s) pertaining to the concern;
- The name and contact information for any witnesses with knowledge of the concern or subject of the formal complaint;
- Specific details regarding the instance(s) of non-compliance with the policy or procedure applicable or violations of codes of conduct; and
- A proposed solution or action.

*Investigation of Disputes*¹⁰⁸

Jersey College is dedicated to resolving all concerns—whether grade-related or non-grade-related—in a thorough, fair, and timely manner. The College aims to address each concern within five business days, though this timeline may be adjusted based on the complexity of the case or external factors such as academic breaks, examination periods, or the availability of involved parties. Extensions may also be granted for reasons including, but not limited to:

- Compliance with requests from law enforcement;
- Accommodating witness availability;
- Accounting for academic scheduling constraints (e.g., exams, holidays, or breaks); or
- Managing the intricacies of a case, such as the volume of evidence or number of witnesses.

Investigations of disputes are conducted by designated individuals, referred to as "Fact Finders," who are appointed as follows:

- For grade concerns: The Program Administrator, or designees appointed by the Program Administrator or the President of the College.
- For non-grade concerns: The Campus Director, or designees appointed by the Campus Director or the President of the College.

The College's Legal Counsel may also participate to provide guidance and ensure procedural integrity. The Fact Finder is tasked with collecting evidence, interviewing relevant parties, and reviewing all pertinent materials, which may include photographs, videos, electronic files, emails, text messages, voicemail records, social media content, and other documentation. All parties involved in the dispute may identify witnesses to support their case. However, the Fact Finder will not access or use confidential records—such as those maintained by healthcare professionals (e.g., physicians, psychiatrists, or psychologists)—without the voluntary, written consent of the affected party.

Upon completing the investigation, the Fact Finder may (in the Fact Finder's sole discretion) prepare an investigation report that fairly summarizes relevant evidence. The report is not required to catalog all evidence obtained by the Fact Finder, but only to provide a fair summary of that evidence. Only relevant evidence (including both inculpatory and exculpatory – tending to prove or disprove the allegation) should be referenced in the report. The report may detail a timeline of the case and summarize relevant supporting documentation. The report may also include the Fact Finder's assessment of individual credibility.

¹⁰⁸ Complaints involving harassment and/or discrimination shall be investigated and adjudicated utilizing the policies and procedures under "Civil Rights Policies" and "Title IX and VAWA Policies".

Determinations and Findings

The Fact Finder, serving as the “Institutional Decision Maker,” is responsible for rendering a final decision on all allegations, referred to as the “Institutional Determination.” Decisions are made using the “preponderance of the evidence” standard, meaning the Institutional Decision Maker must determine that it is more likely than not (greater than a 50% probability) that the allegation is true.

If the allegations are substantiated, the Institutional Decision Maker may impose corrective actions or sanctions tailored to the severity and circumstances of the violation. In determining appropriate measures, the following factors should be considered:

- *Extent of Violation:* Penalties should reflect the seriousness of the infraction, ranging from minor breaches to significant violations.
- *Extenuating Circumstances:* Contextual factors that may have influenced the individual’s actions will be evaluated and given appropriate weight.
- *Accountability:* Acceptance of responsibility and willingness to remedy the situation may justify a less severe sanction.
- *Prior/multiple Incidents:* A history of violations or concurrent offenses may warrant stronger penalties.

Possible corrective actions and sanctions include:

- *Grade Correction:* a grade change to correct the identified fraud, bad faith or mistake. If required (i.e., due to bad faith) such change should be based on the a reassessment of the quality of the student’s work.
- *Oral or Written Disciplinary Warning or Reprimand:* a warning or reprimand shall consist of either an oral or written statement from Jersey College explaining the reasons for the sanction. The warning or reprimand may include any condition which must be fulfilled in lieu of an alternative or additional sanction.
- *Suspension:* termination of an individual’s status with the College for a specified period of time, including an academic term or terms with reinstatement subject to specified conditions, the violation of which may be cause for further disciplinary action, normally in the form of dismissal.
- *Dismissal:* termination of individual’s status at Jersey College.
- *Restitution:* reimbursement for damage to or misappropriation of either College or private property; may be imposed exclusively or in combination with other disciplinary actions (Such reimbursement may take the form of monetary payment or appropriate service to repair or otherwise compensate for damages. Restitution may be imposed on any individual who, either alone or through group or concerted activities, participates in causing the damages or costs).

- *Transcript Notations:* In instances where it is determined that a student misconduct resulting in the suspension or dismissal is of both an intentional and egregious nature, the conduct sanction may be recorded on the student’s official transcript with a transcript notation. The transcript of the student shall be marked Disciplinary Notation due to Offense. For example, for dismissal as a result of academic dishonesty, the transcript would be marked Withdrawal due to Academic Dishonesty. The transcript notation shall occur only upon completion of the student conduct proceedings. Students may file a written petition to the Academic Standards Committee to have the notation removed from their transcript. The decision to remove the conduct sanction notation shall rest in the sole discretion and judgment of a majority of the Academic Standards Committee.

The Decision Maker is responsible for notifying the parties (to the extent allowable by law and the College’s policies) of the determination (in writing or verbally).

Institutional Complaint and Appeals

Grade and non-Grade Appeals

Students seeking to challenge an Institutional Determination may initiate the appeal process by filing a formal complaint. To appeal, students must complete and submit the Institutional Determination Appeal Request Form, accessible at www.jerseycollege.edu/policies. The form requires students to provide detailed information, relevant facts, and supporting documentation that establish a prima facie case¹⁰⁹ of an Actionable Error. The appeal must be submitted within five (5) business days from the date the student is notified of the Institutional Determination.

The completed Institutional Determination Appeal Request Form, along with all supporting documentation, must be submitted through one of the following methods: (i) email to grievance@jerseycollege.edu with a confirmation request; (ii) regular or express mail addressed to Jersey College, Attention: Appeal Board, 546 US Highway 46, Teterboro, NJ 07608; or (iii) hand-delivered to the Campus Director. Submission of the Institutional Determination Appeal Request Form is mandatory, and appeals will not be reviewed without it. Failure to file the appeal within the specified five (5) business day period will result in the forfeiture of the student's right to appeal the Institutional Determination.

Appeal Board Composition

Appeals of Institutional Determinations are adjudicated by an appeal board, a three-member panel composed of faculty and administrative staff from Jersey College (the "Appeal Board"). The members of the Appeal Board are appointed by the President of the College (or designated appointee), who also oversees the appeal hearings to ensure procedural fairness. The President (or appointee) is not a member of the Appeal Board and has no voting capacity in Appeal Board determinations.

Appeal Board members must be free from material conflicts of interest or biases, such as direct, personal, and substantial pecuniary interest, close personal relationships with involved parties, or prior significant involvement in the matter.¹¹⁰ Individuals with such conflicts or biases must recuse themselves to maintain the integrity of the process.¹¹¹

Appeal Board Authority

The Appeal Board's role is not to re-evaluate the merits of the original case but to determine whether an Actionable Error occurred that materially affected the Institutional Determination. An Actionable Error is defined as:

- A procedural irregularity that affected the outcome of the matter;
- New evidence that was not reasonably available at the time the determination was made and that would have affected the outcome of the decision; and/or
- A conflict of interest or bias by the Institutional Decision Maker that affected the outcome.

Disagreement with the Institutional Determination or its sanctions does not constitute grounds for an appeal. The Appeal Board lacks authority to review appeals related to: (i) Financial Assistance or Satisfactory Academic Progress (SAP) Warnings¹¹², (ii) Admissions decisions, (iii) Civil Rights Matters, (iv) Title IX Matters or (v) Other matters outside the scope of Actionable Errors.

Formation of Appeal Board

The formation of an Appeal Board is not automatic. The decision to convene an Appeal Board and hear a case is subject to the appealing party presenting in the Appeal Request Form a prima facie case of an Actionable Error. The President of the College (or designated appointee) is responsible for determining that the appeal request includes facts and/or documentation that present a prima facie case of an Actionable Error that warrant convening an Appeal Board.

Appeal Hearings Procedures

Appeal hearings are conducted following an investigatory model where the Appeal Board actively questions witnesses and evaluates evidence. Key features include:

- Both parties may present witnesses and supporting evidence.
- Hearings are private, closed to the public and non-involved Jersey College community members.
- Legal representatives or members of the bar are not permitted to act as representatives.
- Formal rules of evidence do not apply; the Appeal Board may admit evidence that reasonable persons would find probative.

The appealing party must demonstrate the existence of an Actionable Error by clear and convincing evidence, meaning the evidence must be highly and substantially more likely to be true, instilling a firm belief in its validity. The Appeal Board retains discretion to assess the relevance and weight of evidence. In reaching a decision, the Appeal Board may consider: (i) character witnesses, (ii) mitigating circumstances, (iii) the disciplinary history of the party complained against and (iv) other relevant factors.

¹⁰⁹ "at first look," or "on its face"

¹¹⁰ Participation or involvement in a matter, including actions taken in the normal course of a person's job, does not, by itself, create a conflict of interest or bias. A conflict of interest or bias exists only when there significant, direct and material involvement in the matter, such as conducting the investigation, rendering the decision or a party directly engaged in the dispute that led to the Institutional Determination. Disqualification is justified only if these actions clearly compromise the fairness or impartiality of the proceedings.

¹¹¹ Employment, agency, or other contractual relationships with the College do not inherently constitute a bias or a conflict of interest, and therefore individuals with such affiliations may participate in Institutional Determination appeals.

¹¹² Financial assistance appeals should be directed to the Financial Assistance Appeals Committee.

Appeal Decisions

The Appeal Board's purpose is to identify whether an Actionable Error occurred, not to reassess the case's merits. As such, by majority vote, the Appeal Board will:

- Affirm the Institutional Determination if no Actionable Error is found; or
- Remand the case for re-evaluation and adjudication by the Institutional Decision Maker if an Actionable Error is determined to exist.¹¹³

The Appeal Board's written decision will be provided to the appealing party within thirty (30) calendar days of the hearing's conclusion.

Civil Rights Appeals

Either party involved in a Civil Rights Complaint may challenge the determination by filing a formal appeal (the "Civil Rights Appeal"). To appeal, students must complete and submit the Civil Rights Appeal Request Form, accessible at www.jerseycollege.edu/policies. The form requires students to provide detailed information, relevant facts, and supporting documentation that establish a prima facie case of a Civil Rights Actionable Error. The appeal must be submitted within five (5) business days from the date the student is notified of the Civil Rights Decision.

The completed Civil Rights Appeal Request Form, along with all supporting documentation, must be submitted through one of the following methods: (i) email to civilrightsappeal@jerseycollege.edu with a confirmation request; (ii) regular or express mail addressed to Jersey College, Attention: Civil Rights Appeal Board, 546 US Highway 46, Teterboro, NJ 07608; or (iii) hand-delivered to the Campus Director. Submission of the Civil Rights Appeal Request Form is mandatory, and appeals will not be reviewed without it.

The time for a Civil Rights Appeal shall be offered equitably to all parties involved in a Civil Rights Complaint and shall not be extended for any party solely because the other party filed an appeal. Failure to submit a Civil Rights Appeal within the five (5) business day period forfeits the right to appeal under this policy, regardless of the outcome of the other party's appeal.

If either party to a Civil Rights Matter files a Civil Rights Appeal, the Civil Rights Compliance Coordinator will as soon as practicable notify the other party in writing that a Civil Rights Appeal has been filed and the grounds of the Civil Rights Appeal. The non-appealing party may submit a written response within five (5) business days after notice of the Civil Rights Appeal. If both parties to a Civil Rights Matter appeal, the Civil Rights Appeals of each party will be considered concurrently.

¹¹³If the Actionable Error involves a conflict of interest or bias by the Decision Maker, the case will be remanded, and a new Decision Maker will be appointed by the President of the College (or designee).

Civil Rights Appeal Board Composition

Appeals of Civil Rights Decisions are adjudicated by an appeal board, a three-member panel composed of the President of the College, the Provost of the College and the Associate of Vice President of Educational Services (or other designees appointed by the President) (the "Civil Rights Appeal Board").

The President (or designated appointee) shall oversee the Civil Rights Appeal. The President (or designated appointee) is responsible for (i) determining that the Civil Rights Appeal request includes facts and/or documentation that present a prima facie case of a Civil Rights Actionable Error; (ii) confirming and if necessary appointing the members of the Civil Rights Appeal Board; and (iii) overseeing the Civil Rights Appeal process.

Civil Rights Appeal Board members must be free from material conflicts of interest or biases, such as direct, personal, and substantial pecuniary interest, close personal relationships with involved parties, or prior significant involvement in the matter.¹¹⁴ Individuals with such conflicts or biases must recuse themselves to maintain the integrity of the process.¹¹⁵

Civil Rights Appeal Board Authority

The Civil Rights Appeal Board's role is not to re-evaluate the merits of the original case but to determine whether a Civil Rights Actionable Error occurred that materially affected the Civil Rights Decision. A Civil Rights Actionable Error is defined as:

- A procedural irregularity that affected the outcome of the matter;
- New evidence that was not reasonably available at the time the determination was made and that would have affected the outcome of the decision; and/or
- A conflict of interest or bias by the Civil Rights Compliance Coordinator, Investigator, or Civil Rights Adjudicator that affected the outcome of the matter.

Disagreement with the Civil Rights Decision or its sanctions does not constitute grounds for an appeal. The Civil Rights Appeal Board lacks authority to review appeals related to: (i) Institutional Determinations, (ii) Financial Assistance or Satisfactory Academic Progress (SAP) Warnings, (iii) Admissions decisions, (iv) Title IX Matters or (v) Other matters outside the scope of Civil Rights Actionable Errors.

¹¹⁴Participation or involvement in a matter, including actions taken in the normal course of a person's job, does not, by itself, create a conflict of interest or bias. A conflict of interest or bias exists only when there significant, direct and material involvement in the matter, such as conducting the investigation, rendering the decision or a party directly engaged in the Civil Rights matter. Disqualification is justified only if these actions clearly compromise the fairness or impartiality of the proceedings. For clarity purposes, the following individuals are deemed to be significantly involved in a Civil Rights matter: the Civil Rights Compliance Coordinator, Investigator, and Civil Rights Adjudicator in the same matter.

¹¹⁵Employment, agency, or other contractual relationships with the College do not inherently constitute a bias or a conflict of interest, and therefore individuals with such affiliations may participate in Civil Rights Appeals.

Formation of Civil Rights Appeal Board

The formation of a Civil Rights Appeal Board is not automatic. The decision to convene a Civil Rights Appeal Board and hear a case is subject to the appealing party presenting in the Civil Rights Appeal Request Form a prima facie case of a Civil Rights Actionable Error. The President of the College (or designated appointee) is responsible for determining that the appeal request includes facts and/or documentation that present a prima facie case of a Civil Rights Actionable Error that warrant convening a Civil Rights Appeal Board.

Civil Rights Appeal Hearings Procedures

Civil Rights Appeals are decided upon the record of the original proceeding and any written information submitted by any of the parties in the appeal. The Civil Rights Appeal Board may solicit written clarification on any issue raised on appeal from the Civil Rights Adjudicator assigned to the case, the Civil Rights Compliance Coordinator, the Investigator, the Complainant, or the Respondent.

The appealing party in a Civil Rights Appeal must demonstrate the existence of a Civil Rights Actionable Error by clear and convincing evidence, meaning the evidence must be highly and substantially more likely to be true, instilling a firm belief in its validity. The Civil Rights Appeal Board retains discretion to assess the relevance and weight of evidence.

Civil Rights Appeal Decisions

The Civil Rights Appeal Board's purpose is to identify whether a Civil Rights Actionable Error occurred, not to reassess the case's merits. As such, by majority vote, the Civil Rights Appeal Board will:

- Affirm the Civil Rights Decision if no Actionable Error is found; or
- Remand the case for re-evaluation and adjudication by the Civil Rights Adjudicator if a Civil Rights Actionable Error is determined to exist.¹¹⁶

The Civil Rights Appeal Board will deliver a written decision to all involved parties within 30 calendar days of completing its review of the record and submitted information, unless the board determines an extension is necessary.

Title IX Appeals

Either party involved in a Title IX Complaint may challenge the determination by filing a formal appeal (the "Title IX Appeal"). To appeal, students must complete and submit the Title IX Appeal Request Form, accessible at www.jerseycollege.edu/policies. The form requires students to provide detailed information, relevant facts, and supporting documentation that establish a prima facie case of a Title IX Actionable Error. The appeal must be submitted within five (5) business days from the date the student is notified of the Title IX Determination.

The completed Title IX Appeal Request Form, along with all supporting documentation, must be submitted through one of the following methods: (i) email to titleixappeals@jerseycollege.edu with a confirmation request; (ii) regular or express mail addressed to Jersey College, Attention: Title IX Appeal Board, 546 US Highway 46, Teterboro, NJ 07608; or (iii) hand-delivered to the Campus Director. Submission of the Title IX Appeal Request Form is mandatory, and appeals will not be reviewed without it.

The time for a Title IX Appeal shall be offered equitably to all Title IX Parties and shall not be extended for any Title IX Party solely because the other Title IX Party filed an appeal. Failure to submit a Title IX Appeal within the five (5) business day period forfeits the right to appeal under this policy, regardless of the outcome of the other party's appeal.

If either Title IX Party submits a Title IX Appeal, the Title IX Compliance Coordinator will as soon as practicable notify the other Title IX Party in writing that a Title IX appeal has been filed and the grounds of the Title IX appeal. The non-appealing party may submit a written response within five (5) business days after notice of the Title IX appeal. If both the Title IX Complainant and Title IX Respondent appeal, the Title IX appeals will be considered concurrently.

Title IX Appeal Board Composition

Appeals of Title IX Determinations are adjudicated by an appeal board, a three-member panel composed of the Chancellor of the College, the Provost of the College and the Associate of Vice President of Educational Services (or other designees appointed by the President) (the "Title IX Appeal Board"). The Chancellor (or designated appointee) shall oversee the Title IX Appeal. The Chancellor (or designated appointee) is responsible for (i) determining that the Title IX Appeal request includes facts and/or documentation that present a prima facie case of a Title IX Actionable Error; (ii) confirming and if necessary appointing the members of the Title IX Appeal Board; and (iii) overseeing the Title IX Appeal process.

¹¹⁶ If the Civil Rights Actionable Error involves a conflict of interest or bias, the case will be remanded, the conflicted or biased individual will be replaced, and the proceedings will resume from the point where such individual became involved with the matter. Appointments will adhere to the Civil Rights Complaint Process procedures.

Title IX Appeal Board members must be free from material conflicts of interest or biases, such as direct, personal, and substantial pecuniary interest, close personal relationships with involved parties, or prior significant involvement in the matter.¹¹⁷ Individuals with such conflicts or biases must recuse themselves to maintain the integrity of the process.¹¹⁸

Title IX Appeal Board Authority

The Title IX Appeal Board's role is not to re-evaluate the merits of the original case but to determine whether a Title IX Actionable Error occurred that materially affected the Title IX Determination. A Title IX Actionable Error is defined as:

- A procedural irregularity that affected the outcome of the matter;
- New evidence that was not reasonably available at the time the determination was made and that would have affected the outcome of the decision; and/or
- A conflict of interest or bias by the Title IX Compliance Coordinator, Title IX Investigator, or Case Decision-Maker had a conflict of interest or bias that affected the outcome of the matter .

Disagreement with the Title IX Determination or its sanctions does not constitute grounds for an appeal. The fact that any criminal charges based on the same conduct were dismissed, reduced, or resolved in favor of the Title IX Respondent does not require, and will not necessarily result in, a change in the disciplinary decisions and/or sanctions.

The Title IX Appeal Board lacks authority to review appeals related to: (i) Institutional Determinations, (ii) Financial Assistance or Satisfactory Academic Progress (SAP) Warnings, (iii) Admissions decisions, (iv) Civil Rights Matters or (v) Other matters outside the scope of Civil Rights Actionable Errors.

Formation of Title IX Appeal Board

The formation of a Title IX Appeal Board is not automatic. The decision to convene Title IX Appeal Board and hear a case is subject to the appealing party presenting in the Title IX Appeal Request Form a prima facie case of a Title IX Actionable Error. The Chancellor of the College (or designated appointee) is responsible for determining that the appeal request includes facts and/or documentation that present a prima facie case of a Title IX Actionable Error that warrant convening a Title IX Appeal Board.

¹¹⁷ Participation or involvement in a matter, including actions taken in the normal course of a person's job, does not, by itself, create a conflict of interest or bias. A conflict of interest or bias exists only when there significant, direct and material involvement in the matter, such as conducting the investigation, rendering the decision or a party directly engaged in the Title IX matter. Disqualification is justified only if these actions clearly compromise the fairness or impartiality of the proceedings. For clarity purposes, the following individuals are deemed to be significantly involved in a Title IX matter: the Title IX Investigator, Title IX Compliance Coordinator, and Case Decision-Maker in the same matter.

¹¹⁸ Employment, agency, or other contractual relationships with the College do not inherently constitute a bias or a conflict of interest, and therefore individuals with such affiliations may participate in Title IX Appeals.

Title IX Appeal Hearings Procedures

Title IX Appeals are decided upon the record of the original proceeding and any written information submitted by any of the parties in the appeal. In preparation for a Title IX Appeal, the Title IX Respondent and Title IX Complainant may have access to the recording of the Title IX Hearing. The Title IX Appeal Board may solicit written clarification on any issue raised on appeal from the Case Decision-Maker assigned to the case, the Title IX Compliance Coordinator, the Title IX Investigator, the Title IX Complainant, or the Title IX Respondent.

The appealing party in a Title IX Appeal must demonstrate the existence of a Title IX Actionable Error by clear and convincing evidence, meaning the evidence must be highly and substantially more likely to be true, instilling a firm belief in its validity. The Title IX Appeal Board retains discretion to assess the relevance and weight of evidence.

Title IX Appeal Decisions

The Title IX Appeal Board's purpose is to identify whether a Title IX Actionable Error occurred, not to reassess the case's merits. As such, by majority vote, the Title IX Appeal Board will:

- Affirm the Title IX Determination if no Actionable Error is found; or
- Remand the case for re-evaluation and adjudication by the Title IX Adjudicator if a Title IX Actionable Error is determined to exist.¹¹⁹

The Title IX Appeal Board will deliver a written decision to all involved parties within 30 calendar days of completing its review of the record and submitted information, unless the board determines an extension is necessary.

SAP Appeals

Students on SAP Warning who are ineligible to receive financial aid due to failure to meet SAP or the 150% maximum time frame in the subsequent payment period may appeal the withdrawal determination and seek reinstatement per the policies under "Satisfactory Academic Progress."

Other Appeals

If students are not satisfied with the outcome of an institutional appeal, students may file inquires or complaints with:

- The Commission of the Council on Occupational Education at Council on Occupational Education, 7840 Roswell Road, Bldg. 300, Suite 325, Atlanta, Georgia 30350, www.council.org, or (770) 396-3898; and/or
- Regulatory bodies (see "State Policies - Complaints")

¹¹⁹ If the Title IX Actionable Error involves a conflict of interest or bias, the case will be remanded, the conflicted or biased individual will be replaced, and the proceedings will resume from the point where such individual became involved with the matter. Appointments will adhere to the Title IX Complaint Process procedures.

National Council (NC) for State Authorization Reciprocity Agreement (SARA)

- Complaints against an Institution operating under SARA policies go first through the Institution's own procedures for resolution of grievances. Allegations of criminal offenses or alleged violations of a State's general-purpose laws may be made directly to the relevant State agencies.
- Complaints regarding student grades or student conduct violations are governed entirely by institutional policy and the laws of the SARA Institution's Home State.
- If a person bringing a Complaint is not satisfied with the outcome of the institutional process for handling Complaints, the Complaint (except for Complaints about grades or student conduct violations) may be appealed, within two years of the incident about which the Complaint is made, to the SARA Portal Entity in the Home State of the Institution against which the Complaint has been lodged. That Portal Entity shall notify the SARA Portal Entity for the State in which the student is located of receipt of that appealed Complaint. The resolution of the Complaint by the Institution's Home State SARA Portal Entity, through its SARA complaint resolution process, will be final, except for Complaints that fall under the last bullet in this section below.
- While the final resolution of the Complaint rests with the SARA Portal Entity in the Home State of the Institution against which the Complaint has been lodged, the Portal Entity in the complainant's location State may assist as needed. The final disposition of a Complaint resolved by the Home State shall be communicated to the Portal Entity in the State where the student lived at the time of the incident leading to the Complaint, if known.
- While final resolution of Complaints (for purposes of adjudication of the Complaint and enforcement of any resultant remedies or redress) resides in certain cases with institutions (Complaints about grades or student conduct violations), or more generally with the relevant Institution's Home State SARA Portal Entity (all other Complaints), the Regional Compact(s) administering SARA may consider a disputed Complaint as a "case file" if concerns are raised against a SARA member State with regard to whether that State is abiding by SARA policies, as promulgated in the SARA Manual. The Regional Compact may review such institutional concerns in determining whether a State under its SARA purview is abiding by SARA policies. Similarly, a Complaint "case file" may also be reviewed by NC-SARA in considering whether a Regional Compact is ensuring that its SARA member States are abiding by the SARA policies required for their membership in SARA.
- SARA State Portal Entities shall report quarterly to NC-SARA the number and disposition of appealed Complaints that are not resolved at the institutional level. NC-SARA shall make that information publicly available on its website. Such data will create transparency and can be

used in determining whether a Regional Compact is ensuring that its SARA member States and those States' Institutions are abiding by the policies required for State membership and institutional participation in SARA.

- Nothing in the SARA Manual precludes a State from using its laws of general application to pursue action against an Institution that violates those laws.

SARA Institution's Home State Complaint Process

The Office of the Secretary of Higher Education (OSHE) will not review a complaint until all grievance procedures at the institution have been followed, all avenues of appeal exhausted, and documentation provided that such procedures have been exhausted. OSHE handles only those complaints that concern educational programs or practices of degree-granting institutions subject to the Regulations of OSHE.

OSHE does not:

- Handle anonymous complaints.
- Intervene in matters concerning an individual's grades or examination results as these are the prerogative of the College's faculty.
- Intervene in matters concerning tuition and fee refunds.
- Intervene in matters concerning student conduct violations.
- Intervene in human resources matters.
- Handle complaints concerning actions that occurred more than two years ago.
- Intervene in matters that are or have been in litigation.

Residents of other states and territories who are seeking information about filing a complaint about a New Jersey institution operating outside of New Jersey under SARA, as well as New Jersey residents seeking information about filing a complaint about an out-of-state institution operating under SARA can find more information by viewing the SARA Agreement (www.state.nj.us/highereducation/SARA.shtml).

Additional information regarding OSHE Complaint Process may be obtained at www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml.