



For Massachusetts Residents and Online Students in Non-SARA Member States and Territories

If you have a complaint or concern that has not been resolved by Fitchburg State University, you may file a consumer complaint with the Massachusetts Department of Higher Education (DHE) by using the [consumer complaint form](#). The DHE [consumer complaint form](#) should be used by students who are located in:

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

For Online Students Located in SARA Member States and Territories

After you have exhausted the complaint procedures made available by Fitchburg State University, located in the [University catalog](#) or through the Dean of Graduate Online and Continuing Education, Becky Copper-Glenz at bcopperg@fitchburgstate.edu, if your complaint has not been resolved, you may file a complaint with the DHE by using the [SARA complaint form](#). **Please note:** for SARA complaints, students are explicitly required to exhaust the institution's available complaint procedures before filing a SARA complaint.

The DHE [SARA complaint form](#) should be used by students who are located in [SARA member states and territories](#). This includes all students who are located in SARA member states and territories for the purposes of completing out-of-state learning placements, such as internships, practica, clinical experiences, etc. in SARA member states and territories outside Massachusetts.

Additional information from the DHE's [SARA complaint website](#) is below:

The SARA complaint process is as follows:

1. Students must first attempt to resolve their complaint using internal administrative procedures offered by the SARA institution.
2. After all administrative remedies have been exhausted with the MA-SARA institution, the student may submit a SARA Complaint via the URL below.

3. The Department shall send a copy of the complaint to the institution that is the subject of the complaint;
4. Within 30 days of the date that the Department sends a copy of the complaint to the institution, the institution must provide a written response to the student and the Department.

More information about DHE's complaint processes can be found [here](#).