

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

After you have exhausted the complaint procedures made available by Boston Baptist College, located at <https://www.boston.edu/studentcomplaintform/distanceeducation>, if your complaint has not been resolved, you may file a consumer complaint with the Massachusetts Department of Higher Education 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 Boston Baptist College, located at <https://www.boston.edu/studentcomplaintform/distanceeducation>, if your complaint has not been resolved, you may file a complaint with the DHE by using the [SARA complaint form](#). 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](#).