**NC-SARA Consumer Protection and Complaint Process**

As a participating institution in the National Council for State Authorization Reciprocity Agreements (NC-SARA), Unity Environmental University is authorized to offer distance education to students residing outside the state of Maine without incurring additional fees or requiring approval from the Maine Department of Education. Participation in NC-SARA enhances consumer protections by ensuring that students receive accurate and transparent information regarding their education.

Students enrolled in distance education programs have the right to file a complaint with NC-SARA if a non-academic concern related to SARA policy is not resolved through the institution’s internal process. This process is limited to alleged violations of SARA policies, not academic or student conduct issues Examples of SARA policy violations include, but are not limited to, the following:

* Misleading recruitment or marketing practices
* Inaccurate job placement data
* Incorrect information about tuition, fees, or financial aid
* Incomplete admission requirements
* Misrepresentation of institutional or programmatic accreditation
* Misleading claims about licensure or transferability of coursework

**Complaint Resolution Process**

1. **Institutional Resolution**
Students must first file a formal complaint with Unity Environmental University by contacting their Academic Advisor or Career Imagineer. The university’s internal grievance procedures must be fully exhausted before pursuing external options.
2. **State Portal Entity Filing**
If the issue remains unresolved, students may submit a complaint to the NC-SARA State Portal Entity for Maine:

**Mr. Michael T. Perry**
Director of Higher Education and Educator Support Services
Email: highered.doe@maine.gov
Website: [Maine DOE - SARA](https://www.maine.gov/doe/index.php/learning/highered/sara)

A [formal complaint form](https://www.maine.gov/doe/sites/maine.gov.doe/files/2023-08/SARA%20Complaint%20Form%20%28Updated%2018%20AUG%202023%29.pdf) is required by the Maine Department of Education.

1. **Final Determination**
Under NC-SARA policy, the Maine State Portal Entity has the final authority in resolving the complaint and will communicate its decision to both the student and the institution.
2. **No Further Appeal**
Once adjudicated by the State Portal Entity, the decision is final. No further appeal is permitted beyond this process.

Unity Environmental University fully supports these consumer protection standards to ensure integrity in all aspects of its distance education offerings. For further questions, students are encouraged to contact their Academic Advisor or Career Imagineer.

**Additional Resource:** [SARA Student Complaints | NC-SARA](https://nc-sara.org/sara-student-complaints-0)