

## **State Authorization Complaint Resolution**

Out-of-state distance education students with a complaint about St. Johns River State College must first go through the College's procedure for resolution of student grievances. If the Out-of-state distance education student is not satisfied with the outcome of the complaint, the student may appeal the decision in writing to the Department of Education, Florida College System, 325 West Gaines Street, Suite 1244, Tallahassee, FL 32399-0400 or by telephone at (850) 245-9449. Specific complaint procedures can be found on the [State of Florida Department of Education College Complaint Procedure Information website](#).

Out-of-state distance education students not satisfied with the outcome of the College System procedure may appeal, within two years of the incident about which the complaint is made, to the Florida Postsecondary Reciprocal Distance Education Coordinating Council. For additional information on the complaint process, please visit the FL-SARA Complaint Process page at <http://www.fldoe.org/sara/complaint-process.stml>.

Complaints about grades or student conduct violations or other matters not governed by NC-SARA or the Florida Postsecondary Reciprocal Distance Education Coordinating Council are governed entirely by St. Johns River State College policies and procedures and the laws of Florida.