

Delaware Department of Education
SARA STUDENT COMPLAINT FORM

Please note that this form should be completed **only** if the individual filing this complaint has exhausted all complaint resolution policies and procedures at the Institution of Higher Education listed below.

1. Student's Contact Information (All fields must be completed.)

Student's Full Name	
Mailing Address	
Permanent Address <i>(if different from your mailing address listed above)</i>	
Email Address	
Preferred Phone Number	
Preferred method of contact <i>(check one)</i>	<input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail

2. Institution of Higher Education's Contact Information (All fields must be completed.)

Name of Institution	
Main Campus Mailing Address	

3. Student's Enrollment Information (All fields must be completed.)

Dates of attendance at the institution listed above	Start Date: End Date:
What is your current affiliation with the institution listed above? <i>(check one)</i>	<input type="checkbox"/> Current Student <input type="checkbox"/> Former Student <input type="checkbox"/> Parent or legal guardian of a current or former student who is a minor <input type="checkbox"/> Other (please describe)

4. Complaint

Please describe your complaint in detail below, including the nature of the complaint, the date of the incident about which you are complaining, and the names, titles, and contact information of all individuals at the Institution of Higher Education whom you spoke with about the complaint. Submit all documents that support your complaint.

5. Have you followed all of the Institution of Higher Education’s complaint resolution policies and procedures?

Yes (Please proceed to Questions 6 and 7.)

No (Please skip Questions 6 and 7 and proceed to Question 8.)

6. If you answered “Yes” to Question 5, please describe each policy and procedure that you followed and submit documentation, in chronological order, showing that you have exhausted your complaint resolution policies and procedures at the institutional level. This should include copies of formal letters/forms submitted by you to the institution and formal letters/forms addressed to you and signed by institutional staff members detailing the institution’s decision regarding your complaint.

7. If you answered “Yes” to Question 5, please describe the final outcome of your complaint to the Institution of Higher Education and why you are not satisfied with the outcome.

8. If you answered “No” to Question 5, please explain why you did not follow all of the Institution of Higher Education’s complaint resolution policies and procedures.

Verification of Complaint and Consent

By submitting this form, I affirm that I have met all of the requirements for filing a student complaint as provided for under the DDOE’s SARA Student Complaint Policy. I agree to the DDOE functioning as the SARA State Portal Agency for Delaware. Further, I waive my right to privacy under the Family Educational Rights and Privacy Act (FERPA) as it relates to this complaint, and I authorize the Institution of Higher Education listed in Question 2 to transmit all pertinent student records related to me under this complaint to the DDOE in the course of this review. I also give consent to the DDOE and its authorized representatives to contact the Institution of Higher Education listed in Question 2 concerning my complaint.

I understand that the DDOE will review all materials and submissions from me and the Institution of Higher Education listed in Question 2 relating to this complaint. I agree that I will provide any additional requested information or respond to questions from DDOE related to the review of my complaint. I understand that if I fail to provide requested information or respond to questions, DDOE may dismiss my complaint. I certify that the information given in this complaint is complete, true, and accurate to the best of my knowledge.

Signature: _____

Print Name: _____

Date: _____

This completed form, and any attachments (do not send originals), should be submitted to:

Delaware Department of Education
Delaware Higher Education Office
Attn: SARA Student Complaints
401 Federal Street, Suite # 2
Dover, DE 19901

or submit this form and scanned documents to:

dheo@doe.k12.de.us