

Baker College Student Complaint Policy

Students have the right to file a formal complaint about College matters if they believe their rights have been violated. The following are considered formal student complaints: grade disputes, Equal Opportunity complaints, Americans with Disabilities Act complaints, and harassment complaints. Please see the Student Complaint Policy listed in the [Student Handbook](#) for more information about the specific policy and complaint procedures.

To file complaints, students may follow the specific procedures outlined in the areas noted in the Student Handbook. For grade disputes, students may use the Academic Appeal Agreement and Plan forms. For all other complaints, the student will use the Baker College Complaint/Grievance form. Students may file formal complaints, in writing, with the appropriate College officers, using the forms noted. Formal complaints must be specific, comprehensively documented, signed by students in written format, and delivered either by U.S. mail or through an attachment to an email. To be considered a “formal student complaint,” the information submitted by the student needs to present full details, including any relevant documentation, dates, locations, and witnesses, as appropriate. Additionally, students must state the remedy being sought or the reasonable steps to be taken to resolve their complaints. Within 10 business days, after receiving the formal, written complaint from the student, the College will outline the steps that will be followed to resolve the issue.

Pursuant to the state authorization provision of the Program Integrity Regulations (34 C.F.R. 668.43) established by the Department of Education on October 29, 2010, the following contact information is provided for filing complaints that remain unresolved after engaging in Student Complaint Policy listed in the Student Handbook.

Complaints concerning broad institutional academic practices, such as those that raise issues regarding College’s ability to meet accreditation standards, may be forwarded to the Higher Learning Commission of the North Central Association of Colleges and Schools, 30 North LaSalle Street, Chicago, Illinois 60602-2504 or <http://www.hlcommission.org/component/directory/?Itemid=&Action=ShowBasic&instid=1977>.

The Michigan Department of Licensing and Regulatory Affairs' Corporations, Security & Commercial Licensing Bureau is the agency designated to review complaints against institutions of higher education providing distance education. Complaints concerning Baker College’s distance education activities regulated by Michigan's Higher Education Authorization and Distance Education Reciprocal Exchange Act (2015 PA 45) may be directed to the Department of Licensing and Regulatory Affairs, Corporations, Securities & Commercial Licensing Bureau, P.O. Box 30018, Lansing, MI 48909 through the process described at: http://www.michigan.gov/lara/0,4601,7-154-61343_35395_35396-139958--,00.html



State Authorization Reciprocity Agreement (SARA) – Baker College is a member of the National Council of State Authorization Reciprocity Agreements (NC-SARA) and participates in the State Authorization Reciprocity Agreement (SARA). A “State authorization reciprocity agreement” is an agreement between two or more States that authorizes an institution located and legally authorized in a State covered by the agreement to provide postsecondary education through distance education or correspondence courses to students in other States covered by the agreement.

- [Participating SARA States](#)
- [SARA Student Complaint Process](#)

Alabama	NC-SARA member, all online programs are allowed.
Alaska	NC-SARA member, all online programs are allowed.
Arizona	NC-SARA member, all online programs are allowed.
Arkansas	NC-SARA member, all online programs are allowed.
California	Effective July 1, 2017 pursuant to California Education Code § 94801.5(b): Non-public higher education institutions that are degree granting, non-profit, and accredited are exempt and need not register with the California Bureau for Private Postsecondary Education. Baker College students residing in California that wish to make a complaint with the Bureau for Private Postsecondary Education may do so at http://www.bppe.ca.gov/enforcement/complaint.shtml .
Colorado	NC-SARA member, all online programs are allowed.
Connecticut	NC-SARA member, all online programs are allowed.
Delaware	NC-SARA member, all online programs are allowed.
District of Columbia	NC-SARA member, all online programs are allowed.
Florida	NC-SARA member, all online programs are allowed.
Georgia	NC-SARA member, all online programs are allowed.
Hawaii	NC-SARA member, all online programs are allowed.
Idaho	NC-SARA member, all online programs are allowed.
Illinois	NC-SARA member, all online programs are allowed.
Indiana	NC-SARA member, all online programs are allowed.
Iowa	NC-SARA member, all online programs are allowed.
Kansas	NC-SARA member, all online programs are allowed.
Kentucky	NC-SARA member, all online programs are allowed.
Louisiana	NC-SARA member, all online programs are allowed.
Maine	NC-SARA member, all online programs are allowed.
Maryland	NC-SARA member, all online programs are allowed.
Massachusetts	NC-SARA member, all online programs are allowed.
Minnesota	<p>The Massachusetts Board of Higher Education does not require purely 100% online distance education programs to be authorized. Baker College is not required to seek authorization in Massachusetts given that we do not meet the physical presence requirements. Baker College students residing in Massachusetts that wish to make a complaint with the Massachusetts Department of Higher Education may do so at http://www.mass.edu/forstufam/complaints/complaints.asp.</p> <p>NOTE: The MBHE is undertaking the process of updating its regulations regarding the approval of Out-of-State Online/Hybrid Programs; therefore, the policy outlined above is subject to change.</p>
Mississippi	NC-SARA member, all online programs are allowed.
Missouri	NC-SARA member, all online programs are allowed.

Montana	NC-SARA member, all online programs are allowed.
Nebraska	NC-SARA member, all online programs are allowed.
Nevada	NC-SARA member, all online programs are allowed.
New Hampshire	NC-SARA member, all online programs are allowed.
New Jersey	NC-SARA member, all online programs are allowed.
New Mexico	NC-SARA member, all online programs are allowed.
New York	NC-SARA member, all online programs are allowed.
North Carolina	NC-SARA member, all online programs are allowed.
North Dakota	NC-SARA member, all online programs are allowed.
Ohio	NC-SARA member, all online programs are allowed.
Oklahoma	NC-SARA member, all online programs are allowed.
Oregon	NC-SARA member, all online programs are allowed.
Pennsylvania	NC-SARA member, all online programs are allowed.
Rhode Island	NC-SARA member, all online programs are allowed.
South Carolina	NC-SARA member, all online programs are allowed.
South Dakota	NC-SARA member, all online programs are allowed.
Tennessee	NC-SARA member, all online programs are allowed.
Texas	NC-SARA member, all online programs are allowed.
Utah	NC-SARA member, all online programs are allowed.
Vermont	NC-SARA member, all online programs are allowed.
Virginia	NC-SARA member, all online programs are allowed.
Virgin Islands	NC-SARA member, all online programs are allowed.
Washington	NC-SARA member, all online programs are allowed.
West Virginia	NC-SARA member, all online programs are allowed.
Wisconsin	NC-SARA member, all online programs are allowed.
Wyoming	NC-SARA member, all online programs are allowed.