

Student Complaint Information

When submitting complaints to regulatory bodies, there are different avenues for students completing their NYSID education in New York State and those completing their NYSID education outside of New York State through distance education (e.g. online courses or programs).

This page is for students who have already attempted to resolve their complaints by contacting NYSID internal offices.

Students from New York State

New York School of Interior Design students who have complaints that have not otherwise been resolved through contact with NYSID internal offices may seek advisement from the appropriate office in the student's state of residence, listed below.

Should a complaint not be resolved through processes and protocols defined by New York School of Interior Design or the student's state of residence, the email address for NYSID's regional accreditor (Middle States Commission on Higher Education) is provided below (*note: NYSID does not maintain the state and territory websites, and information may change without NYSID's knowledge*).

Middle States Commission on Higher Education

3624 Market Street, 2nd Floor West, Philadelphia, PA 19104

Telephone: (267) 284-5000

E-mail: info@msche.org

Contact Information by State

Complaint Process for Out-of-State Students Regarding Distance Education Programs

New York School of Interior Design distance education students based outside of New York State who have a consumer-protection-based complaint regarding a distance education program should first seek to resolve such a complaint within NYSID. Note that complaints regarding grades and general student conduct issues are not governed by this distance education complaint process.

Consumer-protection-based complaints should be made during the semester of occurrence, but must be made no later than the last day of the following academic semester.

NYSID will acknowledge receipt of the complaint within fifteen (15) days. If the student's attempt at resolution within NYSID is unsuccessful, the student may appeal the decision regarding the student's

complaint to the NYSID Vice President of Academic Affairs and Dean at ellen.fisher@nysid.edu within fifteen (15) days of being informed of the decision. A decision on the appeal will be issued within sixty (60) days with any proposed remedy, where applicable.

Please note that anonymous complaints will not be addressed through this process.

Students in State Authorization Reciprocity Agreement (SARA) states

If attempts to resolve the complaint and a subsequent appeal are unsatisfactory, a student residing in a SARA state may appeal the complaint to the SARA state portal entity in New York within two years of the incident about which the complaint is made.

The contact information for the SARA state portal entity in New York is:

Emily Sutherland
Supervisor, Higher Education Programs
New York State Education Department
80 Washington Avenue
Albany, NY 12234
518.474.1551
IHEauthorize@nysed.gov

State contact information is listed through the SARA website found [here](#).

Non-SARA State Contact Information

For students enrolled outside of New York state and in a non-SARA state or territory, the contact information for your agency is listed below (*note: NYSID does not maintain the state and territory websites, and information may change without NYSID's knowledge*).

Contact Information by State

California

[California Department of Consumer Affairs — Consumer Information Center](#)

American Samoa

[American Samoa Department of Education](#)

Federated States of Micronesia

[Federated States of Micronesia Department of Education](#)

Guam

[Guam Boards of Regents](#)

Northern Mariana Islands

[Commonwealth of Northern Mariana Islands State Department of Education; State Higher Education Agency](#)

Republic of Palau

[Republic of Palau Department of Education](#)

Republic of Marshall Islands

Republic of the Marshall Islands Scholarship Grant and Loan Board

P.O. Box 1436

Majuro, MH 96960

Phone: (692) 625-5770

Fax: (692) 625-7325