

# 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).

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](mailto: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.

*This page is for students who have already attempted to resolve their complaints by contacting NYSID internal offices. Note that complaints regarding grades and general student conduct issues are not governed by this distance education complaint process.*

New York School of Interior Design students who have complaints that have not otherwise been resolved through contact with NYSID internal offices may seek to file a complaint through the NC-SARA (National Council for State Authorization Reciprocity Agreements) complaint [process outlined here](#).

---

## 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 file a complaint with the New York State Education Department. Their website with the complaint process overview is [linked here](#).

## 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.

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

Andrea Richards  
Supervisor, Higher Education Programs  
New York State Education Department  
Office of College and University Evaluation  
89 Washington Avenue  
Albany, NY 12234  
518.474.1551  
[IHEauthorize@nysed.gov](mailto:IHEauthorize@nysed.gov)

## **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

In addition to the SARA Complaint process, a student may also file a complaint with NYSID's regional accreditor the Middle States Commission on Higher Education with the following contact information.

### **Middle States Commission on Higher Education**

1007 North Orange Street, 4<sup>th</sup> Floor, MB #166, Wilmington, DE 19801

Telephone: (267) 284-5000

E-mail: [complaints@msche.org](mailto:complaints@msche.org)