

# Student Consumer Complaints

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Pursuant to Wis. Stats. Ch. 39.85, et. al, the State of Wisconsin is a member of the State Authorization Reciprocity Agreement (SARA) through the Midwestern Higher Education Compact which regulates the manner in which participating institutions may offer distance learning education to students who reside in other states. Marquette University is a participating institution in SARA. The terms and conditions of SARA can be found at <http://nc-sara.org/content/sara-policies-and-standards> (<http://nc-sara.org/content/sara-policies-and-standards/>).

If a student has a complaint that involves distance learning education offered under the terms and conditions of SARA, the student must file a complaint with the institution (<https://www.marquette.edu/central/financial-aid/resources/student-consumer-complaints.php>) first to seek resolution. If no resolution is reached, then the student may file a complaint with the Wisconsin Distance Learning Authorization Board (DLAB (<http://www.heab.state.wi.us/DLAB/>)) through the following State Authorization Reciprocity Complaint Process (<http://www.heab.state.wi.us/DLAB/faq.html>) at the following link: <http://www.heab.state.wi.us/DLAB/students.html#file> or by email to [distancelearning@wtcsystem.edu](mailto:distancelearning@wtcsystem.edu). For purposes of this process, a complaint shall be defined as a formal assertion in writing that the terms of this agreement, or of laws, standards or regulations incorporated by the State Authorization Reciprocity Agreements Policies and Standards have been violated by the institution operating under the terms of SARA.

See additional information on the Marquette Central website (<https://www.marquette.edu/central/financial-aid/resources/student-consumer-complaints.php>).