

## **For Massachusetts Residents and Online Students in Non-SARA Member States and Territories**

If you have a complaint or concern that has not been resolved by Hellenic College Holy Cross, you may file a consumer complaint with the Massachusetts Department of Higher Education (DHE) by using the [consumer complaint form](#). The DHE [consumer complaint form](#) should be used by students who are located in:

- Massachusetts
- Non-SARA Member States or Territories (e.g., California, Guam, etc.)

## **For Online Students Located in SARA Member States and Territories**

After you have exhausted the complaint procedures made available by Hellenic College Holy Cross, located at <https://www.hchc.edu/dce/>, if your complaint has not been resolved, you may file a complaint with the DHE by using the [SARA complaint form](#).

**Please note:** for SARA complaints, students are explicitly required to exhaust the institution's available complaint procedures before filing a SARA complaint.

The DHE [SARA complaint form](#) should be used by students who are located in [SARA member states and territories](#). This includes all students who are located in SARA member states and territories for the purposes of completing out-of-state learning placements, such as internships, practica, clinical experiences, etc. in SARA member states and territories outside Massachusetts.

Additional information from the DHE's [SARA complaint website](#) is below:

The SARA complaint process is as follows:

1. Students must first attempt to resolve their complaint using internal administrative procedures offered by the SARA institution.
2. After all administrative remedies have been exhausted with the MA-SARA institution, the student may submit a SARA Complaint via the URL below.
3. The Department shall send a copy of the complaint to the institution that is the subject of the complaint;
4. Within 30 days of the date that the Department sends a copy of the complaint to the institution, the institution must provide a written response to the student and the Department.

More information about DHE's complaint processes can be found [here](#).