Student files complaint with the institution **Complaint is NOT** Complaint is resolved at resolved at the the institutional level. institutional level. Process ends; no Student may appeal to notification to NC-SARA the Texas portal agency. or State Portal Agency Student appeals to the Student does NOT Texas portal agency. appeal to the Texas portal agency. **Texas portal notifies** NC-SARA of appealed **Process Ends** complaint AND notifies **Texas portal where the** student is located for collaborative problem resolution On quarterly basis, home state portal agents report status of complaint(s) to **NC-SARA**