



Dear Learners,

We are committed to ensuring a positive and equitable experience for all learners enrolled in our online courses. Massachusetts is a part of the National Council for State Authorization Reciprocity Agreements (NC-SARA), which fosters quality standards in online education across participating states.

If you are enrolled in online courses and reside in a SARA-participating state outside Massachusetts, you have the right to [submit any complaints](#) regarding your courses to the appropriate school or department here at Harvard University. We will review your complaint promptly and will notify you of the proposed course of action within 10 days of receiving your complaint.

Should you find that the internal institutional process does not resolve your concern, you may appeal our decision to the Massachusetts Department of Higher Education. Complaint forms and additional guidance are available on their website. Their contact information is as follows:

Massachusetts Department of Higher Education
One Ashburton Place, Room 1401
Boston, MA 02108
(617) 994-6950

Harvard University will not in any way retaliate against an individual who reports a perceived violation of Harvard policy, state, federal law, or local law. Further, Harvard will not tolerate retaliation by any employee or student.

If you have questions or need further assistance, you may also contact us at:

Harvard University
Massachusetts Hall
Cambridge, MA 02138
(617) 495-1000

Thank you for your attention, and for your commitment to our learning community.

Sincerely,
Harvard University
