

STUDENT COMPLAINTS

<u>State</u>	<u>Agency</u>	<u>Agency Website Link</u>	<u>Form or Process Link</u>
Alabama	Alabama Department of Postsecondary Education 135 South Union Street Montgomery, AL 360104-4304 P.O. Box 302130 Montgomery, AL 36130-2130 334-293-4500 334-293-4504 Fax	https://www.accs.cc/index.cfm/school-licensure/	https://psl.asc.edu/External/Complaints.aspx
Alaska	Alaska Commission on Postsecondary Education P.O. Box 110505 Juneau, AK 99811-0505 800-441-2962 Toll Free 907-465-2962 Juneau 907-465-5316 Fax 907-465-3143 TTY 907-465-6741 Complaints EED.ACPE-IA@alaska.gov To request complaint form	http://acpe.alaska.gov/	http://acpe.alaska.gov/ABOUT_US/Consumer_Protection
Arizona	Arizona State Board for Private Postsecondary Education 1400 W. Washington St Phoenix, AZ 85007 602-542-5709 602-542-1253 fax	https://ppse.az.gov/	https://ppse.az.gov/sites/default/files/documents/files/StudentComplaintForm.pdf
Arkansas	Arkansas Department of Higher Education 423 Main Street, Suite 400 Little Rock, AR 72201 501-371-2000	http://www.adhe.edu/	
California	Bureau for Private Postsecondary Education 2535 Capitol Oaks Drive, Suite 400 Sacramento, CA 95833 Telephone: (916) 431-6959 FAX: (916) 263-1897	http://www.bppe.ca.gov/enforcement/complaint.shtml	http://www.bppe.ca.gov/forms_pubs/complaint.pdf

Colorado	Colorado Department of Higher Education 1560 Broadway, Suite 1600 Denver, CO 80202 303-862-3001 303-996-1329 Fax	http://highered.colorado.gov/	http://highered.colorado.gov/Academics/Complaints/default.html
Connecticut	The (Connecticut) Office of Higher Education 61 Woodland St Hartford, CT 06105-2326 860-947-1800 Phone	http://www.ctohe.org/	http://www.ctohe.org/StudentComplaints.shtml
Delaware	Delaware Department of Education The Townsend Building 401 Federal St, Suite 2 Dover, DE 19901-3639 302-735-4000	http://dedoe.schoolwires.net/Domain/157	http://dedoe.schoolwires.net/Domain/157
Florida	Commission for Independent Education Florida Department of Education 325 W. Gaines Street, Suite 1414 Tallahassee, Florida 32399-0400 850-245-3200 850-245-3233 Fax	http://www.fldoe.org/policy/cie	
Georgia	Nonpublic Postsecondary Education Commission 2082 East Exchange Place, Suite 220 Tucker, GA 30084-5305 770-414-3300 770-414-3309 Fax	http://gnpec.org/	http://gnpec.org/consumer-resources/gnpec-authorized-school-complainant-form/
Hawaii	Hawaii Post-Secondary Education Authorization Program HEAP Administrator P.O. Box 541 Honolulu, HI 96809 808-586-7327 mailto:hpeap@dcca.hawaii.gov	http://cca.hawaii.gov/hpeap/	http://cca.hawaii.gov/hpeap/student-complaint-process/

Idaho	Idaho State Board of Education 650 West State Street PO Box 83720 Boise, ID 83270-0037 208-334-2270 Main Office 208-332-1587 Direct Line 208-334-2632	https://boardofed.idaho.gov/	https://boardofed.idaho.gov/priv_col_univ/student_complaint.asp
Illinois	Illinois Board of Higher Education 431 East Adams Street, Second Floor Springfield, IL 62701-1377 (217) 782-255 (217) 782-8548 fax (888) 261-2881 TTY (217) 557-7359 Complaint Hotline	http://www.ibhe.org/consumerInfo/complaint.htm	http://complaints.ibhe.org/
Indiana	Indiana Commission for Higher Education 101 W. Ohio Street, Suite 550 Indianapolis, Indiana 46204-1984 317-464-4400 ext. 121 317-464-4410 Fax	http://www.in.gov/core/	http://www.in.gov/che/2744.htm
Iowa	Iowa College Student Aid Commission 430 East Grand Avenue, FL3 Des Moines, IA 50309 877-272-4456	https://www.iowacollegeaid.gov/	https://www.iowacollegeaid.gov/content/constituent-request-review
Kansas	Kansas Board of Regents 1000 SW Jackson, Suite 520 Topeka, KS 66612-1368 785-296-4917 888-975-8313 Fax	http://www.kansasregents.org/academic_affairs/private_out_of_state	http://www.kansasregents.org/resources/PDF/2771-KBORcomplaintprocedureandform(updated).pdf
Kentucky	Kentucky Council on Postsecondary Education 1024 Capital Center Drive, Suite 320 Frankfort, Kentucky 40601 502-573-1555 ext. 350 502-573-1535 Fax	http://cpe.ky.gov/institutions/	http://cpe.ky.gov/policies/academicpolicies/licensure.htm

Louisiana	<p>Louisiana Board of Regents 1201 N. Third st., Suite 6-200 PO Box 3677 Baton Rouge, LA 70821-3677 225-342-4253 225-342-9318 or 6926 FAX</p> <p>Office of the Attorney General Consumer Protection Section PO Box 94005 Baton Rouge, LA 70804-9005</p>	<p>http://www.regents.la.gov/</p> <p>http://www.ag.state.la.us/Article.aspx?articleID=489&catID=0</p>	<p>http://www.ag.state.la.us/Article.aspx?articleID=36&catID=15</p>
Maine	<p>Maine Department of Higher Education 23 State House Station Augusta, Maine 04333-0023 207-624-6600 207-624-6700 FAX 1-888-577-6690 TTY</p>	<p>http://www.maine.gov/doe/highered/</p>	
Maryland	<p>Maryland Higher Education Commission 6 North Liberty Street Baltimore, MD 21201 410-767-3301</p>	<p>http://www.mhec.state.md.us/</p>	<p>http://mhec.maryland.gov/highered/acadaff/mhecstudentcomplaintprocess.pdf</p>
Massachusetts	<p>Massachusetts Department of Higher Education One Ashburton Place, Room 1501 Boston, MA 02108 (617) 994-6950</p>	<p>http://www.mass.edu/foradmin/academic/independentprogramapproval.asp</p>	<p>http://www.mass.edu/forstudent/complaints/complaints.asp</p>
Michigan	<p>Michigan Department of Licensing and Regulatory Affairs Corporations, Securities & Commercial Licensing Licensing Division 2501 Woodlake Circle PO Box 30718 Lansing, Michigan 480909</p>	<p>http://www.michigan.gov/lara/0,4601,7-154-61343_35414_60647_2739---,00.html</p>	<p>http://www.michigan.gov/documents/lara/Post-Secondary_Student_Complaints_498839_7.pdf</p>

Minnesota	<p>Minnesota Office of Higher Education 1450 Energy Park Drive, Suite 350 St Paul, MN 55108 651-259-3975 1-800-657-3866 651-642-0675 Fax</p>	<p>http://www.ohe.state.mn.us/index.cfm</p>	<p>http://www.ohe.state.mn.us/mPg.cfm?pageID=1078</p>
Mississippi	<p>Mississippi Commission on College Accreditation 3825 Ridgewood Road Jackson, MS 39211-6453 601-432-6372 601-432-62255 Fax</p>	<p>http://www.mississippi.edu/mcca/</p>	<p>http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf</p>
Missouri	<p>Missouri Department of Higher Education 205 Jefferson Street P.O. Box 1469 Jefferson, MO 65102-1469 (573) 751-2361 Fax (573) 751-6635 (573) 526-1577 Complaint Hotline</p>	<p>http://dhe.mo.gov/index.php</p>	<p>http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf</p>
Montana	<p>Montana University System Office of the commissioner of Higher Education 2500 Broadway PO Box 203201 Helena, MT 59620-3201 406-444-6570</p>	<p>http://mus.edu/</p>	<p>https://mus.edu/MUS-Statement-of-Complaint-Process.asp</p>
Nebraska	<p>Nebraska's Coordinating Commission for Postsecondary Education P.O. Box 95005 Lincoln, NE 68509-5005 Phone: (402) 471-2847 Fax: (402) 471-2886</p>	<p>https://ccpe.nebraska.gov/</p>	<p>https://ago.nebraska.gov/consumer_protection</p>

Nevada	Nevada Commission of Postsecondary Education 8778 South Maryland Parkway, Suite 115 Las Vegas, Nevada 89123 702-486-7330 702-486-7340 Fax	http://www.cpe.state.nv.us/	http://www.cpe.state.nv.us/CE%20Applications.htm
New Hampshire	New Hampshire Department of Education 101 Pleasant Street Concord, NH 03301-3860 603-271-3494 603-271-1953 Fax	http://education.nh.gov/highered/colleges/index.htm	http://education.nh.gov/highered/compliance-allegation.htm
New Jersey	New Jersey Secretary of Higher Education PO Box 542 Trenton, NJ 08625-0542 609-292-4310	http://www.state.nj.us/highereducation/	http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml
New Mexico	New Mexico Higher Education Department 2048 Galisteo Street Santa Fe, NM 87505 505-476-8418	http://www.hed.state.nm.us/	http://www.hed.state.nm.us/students/complaints.aspx
New York	New York Department of Education New York State Education Building 89 Washington Avenue Albany, NY 12234 518-486-3633	http://www.acces.nysed.gov/bpss/welcome-career-training-proprietary-schools	http://www.acces.nysed.gov/bpss/student-rights
North Carolina	North Carolina Post-Secondary Education Complaints University of North Carolina General Administration 910 Raleigh Road, Chapel Hill, NC 27515-2688 (919) 962-4558	https://www.northcarolina.edu/licensure	http://www.ncdoj.gov/complaint

North Dakota	<p>Department of Career and Technical Education 600 E. Doulevard Ave. Dept. 270 Bismark, ND 58505-0610 701-328-3180 701-328-1255 Fax cte@nd.gov</p>	<p>http://www.nd.gov/cte/</p>	<p>http://www.nd.gov/cte/private-post-inst/docs/NDSBCTE_Student_Complaint_Procedure.pdf</p>
Ohio	<p>Ohio Department of Higher Education 25 South Front Street Columbus OH 43215 614-466-6000 614-466-5866 Fax</p>	<p>https://www.ohiohighered.org/</p>	<p>https://www.ohiohighered.org/students/complaints</p>
Oklahoma	<p>Oklahoma State Regents For Higher Education 655 Research Parkway Suite 200 Oklahoma City, OK 73104 405-225-9100</p>	<p>http://www.okhighered.org/</p>	<p>http://www.okhighered.org/current-college-students/complaints.shtml</p>
Oregon	<p>Office of Degree Authorization 1500 Valley River Drive Suite 100 Eugene, OR 97401</p>	<p>http://www.oregonstudentaid.gov/default.aspx</p>	
Pennsylvania	<p>Pennsylvania Department of Education 333 Market Street Harrisburg, PA 17126 (717) 783-6788</p>	<p>http://www.education.pa.gov/Pages/default.aspx#.VvBdz_krKUK</p>	<p>http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#.VvBeU_krKUK</p>
Puerto Rico	<p>The Puerto Rico Council on Education Ave. Ponce de León 268 Edificio Hato Rey Center Piso 15 Hato Rey, PR 00918 P.O. Box 19900 San Juan, PR 00910-1900 787-641-7100 787-641-2573 Fax</p>	<p>http://www.ce.pr.gov/</p>	

Rhode Island	Rhode Island Office of Higher Education Shepard Building 80 Washington Street Providence, RI 02903 401-456-6000	http://www.ribghe.org/	http://www.ribghe.org/8a1031912.pdf
South Carolina	South Carolina Commission on Higher Education 1122 Lady Street, Suite 300 Columbia, SC 29201 803-737-2260 803-737-2297 Fax	https://www.che.sc.gov/	http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf
South Dakota	South Dakota Secretary of State's Office 500 East Capitol Avenue Pierre, SD 57501-5070 605-773-3537 605-773-4550 Fax sos.edu@state.sd.us South Dakota Attorney General 1302 East Highway 14, Suite 1 Pierre, SD 57501-5070 605-773-3215	http://atg.sd.gov/	*(South Dakota does not have a formal complaint process, please direct all complaints to the South Dakota Attorney General.)
Tennessee	Tennessee Higher Education Commission Division of Postsecondary School Authorization (DPSA) 404 James Robertson Parkway, Suite 1900 Nashville, TN 37243 615-741-3605	http://www.tn.gov/thec/	
Texas	Texas Higher Education Coordinating Board 1200 East Anderson Lane Austin, TX 78752 PO Box 12788 Austin, TX 78711-2788 512-427-6101	http://www.thecb.state.tx.us/index.cfm?objectid=5DF100D-D-DD89-DD16-6DB8EF395C22B78F	http://www.thecb.state.tx.us/files/dmfile/CRSStudentComplaintandReleaseForms2014.pdf

Utah	Utah Division of Consumer Protection 160 East 300 South Salt Lake City, UT 84111 801-530-6601 1-800-721-SAFE (Toll-Free) 801-530-6001 Fax consumerprotection@utah.gov	http://www.consumerprotection.utah.gov/	http://www.consumerprotection.utah.gov/complaints/index.html
Vermont	Vermont State Board of Education through the Vermont Agency of Education 219 North Main Street, Suite 402 Barre, VT 05641 802-479-1030 AOE.EdInfo@vermont.gov	http://education.vermont.gov/index.php	http://education.vermont.gov/documents/EDU-VTAOE-Complaint Resolution for Postsecondary Education.pdf
Virginia	State Council of Higher Education for Virginia 101 N. 14th Street 10th Floor, James Monroe Building Richmond, VA 23219 804-225-2600 804-225-2604 Fax	http://www.schev.edu/	http://www.schev.edu/students/studentcomplaintProcess.asp
Washington	Washington Student Achievement Council 917 Lakeridge Way SW Olympia, WA 98502 360-753-7800 info@wsac.wa.gov	http://www.wsac.wa.gov/	
Washington D.C.	Education Licensure Commission 810 1st Street NE, 9th Floor Washington, DC 2002 202-727-6436 osse@dc.go	http://osse.dc.gov/service/education-licensure-commission-elc	http://osse.dc.gov/service/education-licensure-commission-elc-public-complaints

West Virginia	West Virginia Higher Education Policy Commission 1018 Kanawha Blvd., E. Suite 700 Charleston, WV 25301 (304) 558-0262	https://www.wvhepc.org/resources/series_20.pdf	https://www.wvhepc.org/resources/133-20.pdf
Wisconsin	Wisconsin Educational Approval Board 201 W. Washington Avenue, 3rd floor Madison, WI 53703 608-266-1996 608-264-8477 Fax eabmail@eab.wisconsin.gov	http://eab.state.wi.us/	http://eab.state.wi.us/resources/complaint.asp
Wyoming	Wyoming Department of Education Cheyenne Office 2300 Capitol Avenue Hathway Building, 2nd floor Cheyenne, WY 82002-2060 307-777-7675 307-777-6234 Fax	http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/	https://edu.wyoming.gov/downloads/schools/student-complaint-process.pdf