

Student Complaint Information by State and Agency

May 2018

Please note: Whenever possible this report used language provided by the state agency through the SHEEO Survey. In some cases, email correspondence and web site reviews were also incorporated.

<i>State</i>	<i>Agency Name</i>	<i>Link to and/or Information about Complaint Process</i>
Alabama	Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning	Complaints for out-of-state institutions are referred to the Alabama Department of Postsecondary Education (ADPE) for response. Please see the ADPE link below. For in-state institutions, contacts are posted to the ACHE website at http://www.ache.state.al.us/
	Alabama Department of Postsecondary Education - Office of Private School Licensing Division	https://www.accs.cc/index.cfm/school-licensure/complaints/ Address: P.O. Box 302000, Montgomery, AL 36130-2000 Phone: 334-242-1998 Fax: 334-242-0268
Alaska	Alaska Commission on Postsecondary Education	http://acpe.alaska.gov/ABOUT_US/Consumer_Protection Address: PO Box 110505, Juneau, AK 99811 Phone: 800-441-2962 Email: ACPE@alaska.gov
Arizona	Arizona State Board for Private Postsecondary Education	https://ppse.az.gov/complaint Address: 1740 W. Adams, Phoenix, AZ 85007 Phone: 602-542-5709 Fax: 602-542-1253
Arkansas	Arkansas Department of Higher Education	http://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/
	Arkansas State Board of Private Career Education	http://www.sbpce.arkansas.gov/complaint-process Address: 423 Main St, Suite 400, Little Rock AR 72201 Phone: 501-683-8000 Fax: 501-683-8050
California	Bureau for Private Postsecondary Education	http://www.bppe.ca.gov/enforcement/complaint.shtml *note currently only for institutions regulated by BPPE. Address: 2535 Capital Oaks Drive, Suite 400, Sacramento, CA 95833 Phone: 916-431-6959 Fax: 916-263-1897
Colorado	Colorado Department of Higher Education	http://higher.ed.colorado.gov/Academics/Complaints/default.html Address: 1600 Broadway, Suite 2200, Denver, CO 80202 Phone: 303-862-3001 Fax: 303-996-1329
	Division of Private Occupational Schools	http://higher.ed.colorado.gov/DPOS/Students/complaint.html Address: 1600 Broadway, Suite 2200, Denver, CO 80202 Phone: 303-862-3001 Fax: 303-996-1329

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Connecticut	The Office of Financial and Academic Affairs for Higher Education	http://www.ctohe.org/StudentComplaints.shtml Address: 450 Columbus Blvd, Suite 510, Hartford, CT 06103-1841 Phone: 860-947-1800 Email: pcs@ctohe.org
Delaware	Delaware Department of Education	https://www.doe.k12.de.us/sara Address: The Townsend Building- 401 Federal St, Suite 2 Dover, DE 19901-3639 Phone: 302-735-4000 Email: IHE@doe.k12.de.us.
District of Columbia	Education Licensure Commission	http://osse.dc.gov/service/public-complaints Address: 1050 First St. NE, Fifth Floor, Washington DC 20002 Phone: 202-727-6436 Email: osse@dc.gov
Florida	Commission for Independent Education-Department of Education	http://www.fldoe.org/policy/cie/file-a-complaint.stml Address: 325 W. Gaines St, Suite 1414, Tallahassee, FL 32399-0400 Phone: 850-245-0505 Email: cieinfo@fldoe.org
Georgia	Nonpublic Postsecondary Education Commission	https://gnpec.org/gnpec-authorized-school-complainant-rules Address: 2082 East Exchange Place, Suite 220, Tucker, GA 30084-5305 Phone: 770-414-3300 Fax: 770-414-3309
Hawaii	Hawaii Post-Secondary Education Authorization Program	http://cca.hawaii.gov/hpeap/student-complaint-process/ Address: PO Box 541, Honolulu, HI 96809 Phone: 808-586-7327 Email: hpeap@dcca.hawaii.gov
Idaho	Idaho State Board of Education	https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/ Address: 650 West State St, 3 rd Flr, Boise, ID 83702 Phone: 208-334-2270 Email: board@osbe.idaho.gov
Illinois	Illinois Board of Higher Education	http://complaints.ibhe.org/ Address: 1 N. Old State Capitol Plaza, Suite 333, Springfield, IL 62701 Phone: 217-557-7382 Email: sara@ibhe.org
Indiana	Indiana Department of Workforce Development	http://www.in.gov/dwd/2731.htm
	Indiana Commission on Proprietary Education	http://www.in.gov/che/2744.htm Address: 101 West Ohio St, Suite 300, Indianapolis, IN 46204-1984 Phone: 317-464-4400 Email: complaints@che.in.gov

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Iowa	Iowa College Student Aid Commission	https://www.iowacollegeaid.gov/sdrf-start Address: 430 East Grand Ave, Flr3, Des Moines, IA 50309-1920 Phone: 515-725-3400
Kansas	Kansas Board of Regents	https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process Address: 1000 SW Jackson St, Suite 520, Topeka, KS 66612-1368 Phone: 785-430-4240
Kentucky	Kentucky Council on Postsecondary Education	http://cpe.ky.gov/campuses/consumer_complaint Address: 1024 Capital Center Drive, Suite 320, Frankfort, KY 40601 Phone: 502-573-1555 Email: cpeconsumercomplaint@ky.gov
	Kentucky Commission on Proprietary Education	http://www.kcpe.ky.gov Address: 300 Sower Blvd, 4 th Flr, Frankfort, KY 40601 Phone: 502-564-4185 Fax: 502-564-4248
Louisiana	Louisiana Board of Regents	https://regents.la.gov/divisions/planning-research-and-academic-affairs/institutional-licensure/sara/ Address: PO Box 3677, Baton Rouge, LA 70821-3677 Phone: 225-342-4253
		https://regents.la.gov/about/proprietary-schools/ Address: 1201 North 3 rd St, Suite 6-200, Baton Rouge, LA 70802 Phone: 225-342-4253 Fax: 225-342-3371
Maine	Maine Department of Education, Office of Higher Education Services	http://www.maine.gov/doe/highered/sara/sara-complaint-form.pdf Address: 23 State House Station Phone: 207-624-6600 Fax: 207-624-6700
Maryland	Maryland Higher Education Commission	http://mhec.maryland.gov/institutions_training/Pages/career/pcc/complaint.aspx Address: 6 North Liberty St, Baltimore, MD 21201 Phone: 410-767-3300 Email: PCS.MHEC@maryland.gov
Massachusetts	Massachusetts Division of Professional Licensure Office of Private Occupational School Education	http://www.mass.gov/ocabr/government/oca-agencies/dpl-ip/schools/students/information-for-students.html Address: One Ashburton Place, Boston, MA 02108 Phone: 617-994-6950 Fax: 617-727-0955
	Massachusetts Department of Higher Education	http://www.mass.edu/forstufam/complaints/complaints.asp Address: One Ashburton Place, Boston, MA 02108 Phone: 617-994-6950 Fax: 617-727-0955

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Michigan	Michigan Department of Licensing and Regulatory Affairs	https://www.michigan.gov/documents/lara/Post-Secondary_Student_Complaints_498839_7.pdf Address: PO Box 30018 Lansing, MI 48909 Phone: 517-241-7000
Minnesota	Minnesota Office of Higher Education	http://www.ohe.state.mn.us/mPg.cfm?pageID=1078 Address: 1450 Energy Park Dr, Suite 350, St. Paul MN 55108 Phone: 800-657-3866 Fax: 651-642-0675
Mississippi	Mississippi Commission on College Accreditation	http://www.mississippi.edu/mcca/student_complaint_process.asp Address: 3825 Ridgewood Rd, Jackson, MS 39211 Phone: 601-432-6372
	Commission on Proprietary School and College Registration	http://www.sbcjc.cc.ms.us/program/psDefault.aspx Address: 3825 Ridgewood Rd. Jackson, MS 39211 Phone: 601-432-6185 Fax: 601-432-6363 Email: info@sbjcc.ms.us
Missouri	Missouri Department of Higher Education	https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf Prior to initiating this formal process, complainants must first call the MDHE to indicate their desire to file a complaint. Phone: 575-526-1577
Montana	Montana University System, Montana Board of Regents	http://www.mus.edu/MUS-statement-of-complaint-process.asp Address: PO Box 203201, Helena, MT 59620-3201 Phone: 406-449-9124
Nebraska	Nebraska Department of Education, Private Postsecondary Career Schools	http://www.education.ne.gov/PPCS/PPCS%20Forms.html Address: PO Box 94987, Lincoln, NE 68509-4987 Phone: 402-471-2295 Fax: 402-471-0117
	Nebraska Coordinating Commission for Postsecondary Education	https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions Address: PO Box 95005, Lincoln, NE 68509-5005 Phone: 402-471-2847 Fax: 402-471-2886
Nevada	Nevada Commission on Postsecondary Education	https://nshe.nevada.edu/wp-content/uploads/Academic-Affairs/SARA_Complaint_Resolution_Form_Rev_Protected.pdf Address: 2601 Enterprise Rd, Reno , NV 89512 Phone: 702-486-7330 Fax: 702-486-7340

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New Hampshire	Department of Education, Division of Higher Education, Higher Education Commission	http://www.education.nh.gov/highered/compliance-allegation.htm Address: 101 Pleasant St, Concord, NH 03301-3852 Phone: 603-271-3494
New Jersey	New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information	http://lwd.state.nj.us/labor/lwdhome/coei/teu.html Phone: 609-659-9045
	Office of the Secretary of Higher Education	http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml Address: PO Box 542, Trenton, NJ 08625-0542 Phone: 800-792-8670 Fax: 609-292-7225
New Mexico	New Mexico Higher Education Department	http://www.hed.state.nm.us/institutions/complaints.aspx Address: 2044 Galisteo St, Suite 4, Santa Fe, NM 87505-2100 Phone: 505-476-8400
New York	Office of College and University Evaluation	http://www.highered.nysed.gov/ocue/spr/documents/complaintform-accessible.pdf Address: 89 Washington Ave Albany, NY 12234 Phone: 518-486-3633 Email: opprogs@nysed.gov
	Bureau of Proprietary School Supervision, New York State Education Department	http://www.acces.nysed.gov/bpss/student-rights Address: 116 West 32 nd St, %th FLr, New York, NY 10001 Phone: 212-643-4760 Email: bpss@nysed.gov
North Carolina	The University of North Carolina Board of Governors	http://www.northcarolina.edu/?q=complaints Address: 910 Raleigh Rd, Chapel Hill, NC 27515-2688 Phone: 919-962-4550 Email: studentcomplaint@northcarolina.edu
	The North Carolina Community College System (Office of Proprietary School Services)	http://www.ncccommunitycolleges.edu/proprietary-schools Address: 5001 Mail Center, Raleigh, NC 27699-5001 Phone: 919-807-7061 Email: corls@ncccommunitycolleges.edu
North Dakota	North Dakota State Board for Career and Technical Education	http://www.nd.gov/cte/private-post-inst/docs/NDSBCTE_Student_Complaint_Procedure.pdf Address: 1050 E Interstate Ave Suite 200, Bismarck ND 58503-5574 Phone: 800-472-2600
	North Dakota University System	http://www.ndus.edu/system/state-authorization/ Address: 600 E. Boulevard Ave, Bismarck, ND 58503-0230 Phone: 701-328-2960 Email: ndus.office@ndus.edu

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Ohio	The Ohio Board of Regents	https://www.ohiohighered.org/students/complaints Address: 25 South Front St, Columbus, OH 43215 Phone: 614-466-6000 Fax: 614-466-5866
	Ohio State Board of Career Colleges and Schools	http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx Address: 30 East Broad St, Suite 2481, Columbus, OH 43215 Phone: 877-275-4219 Email: bpsr@scr.state.oh.us
Oklahoma	Oklahoma State Regents for Higher Education	https://www.okhighered.org/current-college-students/complaints.shtml Address: 655 Research Parkway, Suite 200, Oklahoma, OK 73104 Phone: 405-225-9100
	Oklahoma Board of Career and Technology Education	https://www.okcareertech.org/about/state-agency/policies/comments-or-complaints-policy Address: 1500 W. 7 th Ave, Stillwater, OK 74074 Fax: 405-743-5541
	The Oklahoma Board of Private Schools	A Form is available by request to the OBPVS Staff, but is not required. Unless a safety or other issue requiring an in-person investigation is alleged, a "Student," complaint will be accepted and sent to the institution for a response that may then be forwarded to the complainant for further input. Nora Ann House, Director, 3700 N. Classen Blvd., Ste. 250, Oklahoma City, OK 73118, phone 405/528-3370, FAX 405/528-3366, nhouse@obpvs.ok.gov
Oregon	Office of Degree Authorization	http://www.oregonstudentaid.gov/oda.aspx Address: 255 Capitol St NE, Third Flr, Salem, OR 97310 Phone: 503-947-5716 Email: info.HECC@state.or.us
	Department of Education Private and Career Schools Office	http://www.oregonstudentaid.gov/oda.aspx Address: 255 Capitol St NE, Third Flr, Salem, OR 97310 Phone: 503-947-5716 Email: info.HECC@state.or.us
Pennsylvania	Department of Education	http://www.education.pa.gov/postsecondary-adult/college%20and%20career%20education/pages/students-complaints.aspx Address: 333 Market ST, 12 th Flr, Harrisburg, PA 17126-0333 Phone: 717-783-828 Fax: 717-722-3622
Puerto Rico	Puerto Rico Council on Education	State Higher Education Agency Address: PO Box 19900 Ave, Ponce De Leon 268, Edificio Hato Rey Center Piso 15, Hato Rey, PR 00918 Phone: 787-759-2000

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Rhode Island	Rhode Island Board of Governors for Higher Education	https://www.riopc.edu/page/student_complaint/ Address: 560 Jefferson Blvd, Suite 100, Warwick, RI 02886 Phone: 401-736-1100
South Carolina	South Carolina Commission on Higher Education	http://www.che.sc.gov/Portals/0/CHE_Docs/academicaffairs/licens e/Complaint_Procedures_and_Form.pdf Address: 1122 Lady Street, Suite 300, Columbia, SC 29201 Phone: 803-737-2260 Fax: 803-737-2297
South Dakota	Secretary of State (South Dakota Attorney General)	http://consumer.sd.gov/complaintform.aspx Address: Phone: 800-300-1986
Tennessee	Tennessee Higher Education Commission	https://www.tn.gov/thec/search-results.html?q=student+complaint Address: Parkway Towers, Suite 1900, Nashville, TN 37243 Phone: 615-741-5293 Fax: 615-532-8845
Texas	Texas Workforce Commission	http://www.twc.state.tx.us/files/jobseekers/csc-401a-student-complaint-form-twc.pdf Address: 101 East 15 th Street Rm 226T, Austin, TX 78778 Phone: 512-936-3100 Fax: 512-936-3111
	Texas Higher Education Coordinating Board	http://www.thecb.state.tx.us/index.cfm?objectid=AC6FA0BC-F5DB-16DE-6B667C083DFB5B98 Address: PO Box 12788, Austin, TX 78711 Phone: 512-427-6101 Email: studentcomplaints@thecb.state.tx.us
Utah	Utah Division of Consumer Protection	https://higheredutah.org/submitcomplaints/ Address: 60 South 400 West, Salt Lake City, UT 84101 Phone: 800-418-8757
Vermont	Vermont State Board of Education	http://education.vermont.gov/documents/postsecondary-program-complaint-resolution Address: 219 North Main Street, Suite 402, Barr, VT 05641 Phone: 802-479-1030 Fax: 802-479-1835
Virginia	Private & Out-of-State Postsecondary Education, State Council of Higher Education for Virginia	http://schev.edu/index/students-and-parents/resources/student-complaints Address: 101 N. 14 th Street, 10 th Flr, Richmond, VA 23219 Phone: 804-225-2600

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Washington	Washington Student Achievement Council	http://www.wsac.wa.gov/student-complaints Address: 917 Lakeridge Way SW, Olympia, WA 98502 Phone: 360-753-7800 Email: info@wsac.wa.gov
	Washington Workforce Training and Education Coordinating Board	http://www.wtb.wa.gov/PCS_Complaints.asp Address: PO Box 43105 Olympia, WA 98502 Phone: 360-709-4600 Email: workforce@wtb.wa.gov
West Virginia	West Virginia Higher Education Policy Commission	http://www.wvhepc.edu/wp-content/uploads/2018/04/Student-Complaint-Process-2018.pdf Address: 1018 Kanawha Blvd, East Suite 700, Charlestown, WV 25301 Phone: 304-558-2101 Fax: 304-558-5719
	West Virginia Council for Community & Technical College Education	http://www.wvhepc.edu/wp-content/uploads/2018/04/Student-Complaint-Process-2018.pdf Address: 1018 Kanawha Blvd, East Suite 700, Charlestown, WV 25301 Phone: 304-558-2101 Fax: 304-558-5719
Wisconsin	Wisconsin Educational Approval Board	https://www.wisconsin.edu/student-complaints/ Address: 1220 Linden Dr, Madison, WI 53706 Phone: 608-262-3216 Email: apei@uwsa.edu
Wyoming	Wyoming Department of Education	https://edu.wyoming.gov/downloads/schools/student-complaint-process.pdf Address: 2300 Capitol Ave, Cheyenne, WY 82002 Phone: 307-777-7675 Fax: 307-777-6234

*Based upon the SHEEO (State Higher Education Executive Officers) “Compendium of (State Authorization) Laws and Regulatory Practices,” this summary was created with support from WCET’s (WICHE Cooperative for Educational Technologies) State Authorization Network. SHEEO and WCET collaborated in directing the work of NCHEMS (National Center for Higher Education Management Systems) in gathering, updating, and compiling the information.