

<b>State</b>	<b>Agency Name and Telephone</b>	<b>Link / Information about Complaint Process</b>
Alabama	<b>Alabama Commission on Higher Education</b> Telephone: (334) 242-1998	<a href="http://www.ache.state.al.us/Content/Departments/NRI/NRI.aspx">http://www.ache.state.al.us/Content/Departments/NRI/NRI.aspx</a>
Alaska	<b>Alaska Commission on Postsecondary Education</b> Telephone: (907) 465-2962	<a href="http://acpe.alaska.gov/About_Us/Consumer_Protection">http://acpe.alaska.gov/About_Us/Consumer_Protection</a>
Arizona	<b>Arizona State Board for Private Postsecondary Education</b> Telephone: (602) 542-5709	<a href="https://ppse.az.gov/complaint">https://ppse.az.gov/complaint</a>
Arkansas	<b>Arkansas Higher Education Coordinating Board</b> Telephone: (501) 371-2000	ADHE requires the certified institution to make a decision on the student grievance following the institution's public policy. Inquiries into student grievances must be limited to AHECB certified (under Arkansas Code §6-61-301) courses/degree programs and institutions and to matters related to the criteria for certification. Within 20 days of completing the institution's grievance procedures, the student may file the complaint in writing with the ICAC Coordinator, Arkansas Department of Higher Education, 114 East Capitol, Little Rock, AR 72201. The grievant must provide a statement from the institution verifying that the institution's appeal process has been followed. ADHE will notify the institution of the grievance within 15 days of the filing. Within 10 days after ADHE notification, the institution must submit a written response to ADHE. Other action may be taken by ADHE as needed. <a href="http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIXJ.pdf">http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIXJ.pdf</a>
California	<b>California Bureau for Private Postsecondary Education</b> Telephone: (916) 431-6959	<a href="http://www.bppe.ca.gov/enforcement/complaint.shtml">http://www.bppe.ca.gov/enforcement/complaint.shtml</a>
Colorado	<b>Colorado Department of Higher Education</b> Telephone: (303) 866-2723	<a href="http://highered.colorado.gov/Academics/Complaints/default.html">http://highered.colorado.gov/Academics/Complaints/default.html</a>
Connecticut	<b>Connecticut Office of Higher Education</b>	<a href="http://www.ctohe.org/StudentComplaints.shtml">http://www.ctohe.org/StudentComplaints.shtml</a>

## Education

Telephone: (860) 947-1801

Delaware **Delaware Department of Education** <http://dedoe.schoolwires.net/domain/157>

Telephone: (302) 735-4000

District of Columbia **District of Columbia Education Licensure Commission** <http://osse.dc.gov/service/education-licensure-commission-elc-public-complaints>

Telephone: (202) 727-6436

Florida **Contact the Ohio Board of Regents** <https://www.ohiohighered.org/students>

Georgia **Nonpublic Postsecondary Education Commission** <http://gnpec.org/consumer-resources/>

Telephone: (770) 414-3300

Hawaii **Hawaii Post-secondary Education Authorization Program** <http://cca.hawaii.gov/hpeap/forms/student-forms/>

**Department of Commerce and Consumer Affairs**

Telephone: (808) 933-0910

Idaho **Idaho State Board of Education** [http://www.boardofed.idaho.gov/priv\\_col\\_univ/student\\_complaint.asp](http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp)

Telephone: (208) 334-2270

Illinois **Illinois Board of Higher Education** <http://www.ibhe.state.il.us/consumerinfo/complaint.htm>

Telephone: (217) 782-2551

Indiana **Indiana Commission on Higher Education** <http://www.in.gov/che/2744.htm>

Telephone: (317) 232-1320

Iowa **Iowa College Student Aid Commission** <https://www.iowacollegeaid.gov/content/constituent-request-review>

Telephone: (515) 725-3400

Kansas **Kansas Board of Regents** [http://kansasregents.org/students/university\\_student\\_complaints](http://kansasregents.org/students/university_student_complaints)

Telephone: (785) 296-4917

Kentucky	<b>Kentucky Council on Postsecondary Education</b> Telephone: (502) 573-1555	<a href="http://kcpe.ky.gov/">http://kcpe.ky.gov/</a> <a href="http://educationcabinet.ky.gov/NR/rdonlyres/CDBBA760-41A5-47FE-933E-1E7DC18CD45C/0/FormtoFileaComplaint.pdf">http://educationcabinet.ky.gov/NR/rdonlyres/CDBBA760-41A5-47FE-933E-1E7DC18CD45C/0/FormtoFileaComplaint.pdf</a>
Louisiana	<b>Louisiana Board of Regents</b> Telephone: (225) 342-4253	<a href="http://www.ag.state.la.us/Article.aspx?articleID=36&amp;catID=0">http://www.ag.state.la.us/Article.aspx?articleID=36&amp;catID=0</a>
Maine	<b>Maine Department of Education</b> Telephone: (207) 624-6600	<a href="http://www.maine.gov/doe/highered/index.html">http://www.maine.gov/doe/highered/index.html</a>
Maryland	<b>Maryland Higher Education Commission</b> Telephone: (410) 767-3301	The institution is subject to investigation of complaints by the Office of the Attorney General or the Maryland Higher Education Commission. Individuals who wish to submit a complaint may use the following contact information: Maryland Attorney General, Consumer Protection Division, 200 St. Paul St., Baltimore, MD 21202; 410-528-8662/(888)743-0823 (toll free) <a href="http://www.mhec.state.md.us/career/pcs/gripe.asp">http://www.mhec.state.md.us/career/pcs/gripe.asp</a> <a href="http://www.mass.edu/forstudents/complaints/complaintprocess.asp">http://www.mass.edu/forstudents/complaints/complaintprocess.asp</a>
Massachusetts	<b>Massachusetts Department of Higher Education</b> Telephone: (617) 994-6950	<a href="http://www.mass.edu/forstudents/complaints/complaintprocess.asp">http://www.mass.edu/forstudents/complaints/complaintprocess.asp</a>
Michigan	<b>Michigan Department of Licensing and Regulatory Affairs</b> Telephone: (517) 373-1820	<a href="http://www.michigan.gov/ag/0,4534,7-164-17331---,00.html">http://www.michigan.gov/ag/0,4534,7-164-17331---,00.html</a>
Minnesota	<b>Minnesota Office of Higher Education</b> Telephone: (651) 642-0567	<a href="http://www.ohe.state.mn.us/mPg.cfm?pageID=1078">http://www.ohe.state.mn.us/mPg.cfm?pageID=1078</a>
Mississippi	<b>Mississippi Commission on College Accreditation</b> Telephone: (601) 432-6198	<a href="http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf">http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf</a>
Missouri	<b>Missouri Department of Higher Education</b> Telephone: (573) 751-2361	<a href="http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf">http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf</a>
Montana	<b>Montana University System, Montana Board of Regents</b>	<a href="http://mus.edu/MUS-statement-of-complaint-process.asp">http://mus.edu/MUS-statement-of-complaint-process.asp</a>

Nebraska	Telephone: (406) 444-6570 <b>Nebraska Coordinating Commission for Postsecondary Education</b>	<a href="http://www.ccpe.state.ne.us/PublicDoc/Ccpe/Complaint.asp">http://www.ccpe.state.ne.us/PublicDoc/Ccpe/Complaint.asp</a>
Nevada	Telephone: (402) 471-2847 <b>Nevada Commission on Postsecondary Education</b>	<a href="http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm">http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm</a>
New Hampshire	Telephone: (702) 486-7330 <b>New Hampshire Department of Education</b>	<a href="http://www.education.nh.gov/highered/compliance-allegation.htm">http://www.education.nh.gov/highered/compliance-allegation.htm</a>
New Jersey	Telephone: (603) 271-3494 <b>New Jersey Secretary of Higher Education</b>	<a href="http://www.state.nj.us/highereducation/">http://www.state.nj.us/highereducation/</a>
New Mexico	Telephone: (609) 588-3226 <b>New Mexico Higher Education Department</b>	<a href="http://www.hed.state.nm.us/institutions/complaints.aspx">http://www.hed.state.nm.us/institutions/complaints.aspx</a>
New York	Telephone: (505) 476-8400 <b>New York Office of College and University Evaluation</b>	<a href="http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html">http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</a>
North Carolina	Telephone: (518) 474-2593 <b>The University of North Carolina Board of Governors</b>	<a href="http://www.northcarolina.edu/?q=licensure">http://www.northcarolina.edu/?q=licensure</a>
North Dakota	Telephone: (919) 807-7146 <b>North Dakota University System</b>	<a href="https://www.ndus.edu/system/state-authorization/">https://www.ndus.edu/system/state-authorization/</a>
Ohio	Telephone: (701) 328-3180 <b>Ohio Board of Regents</b>	<a href="https://www.ohiohighered.org/students/complaints">https://www.ohiohighered.org/students/complaints</a>
Oklahoma	Telephone: (614) 466-2752 <b>Oklahoma State Regents for Higher Education</b>	<a href="http://www.okhighered.org/current-college-students/complaints.shtml">http://www.okhighered.org/current-college-students/complaints.shtml</a>
Oregon	Telephone: (405) 255-9100 <b>Oregon Office of Degree Authorization</b>	All complaints about schools under our regulatory jurisdiction or an exempt status approved by this office are handled by Office of Degree Authorization

Telephone: (503) 947-5600

(ODA) staff. Complaints about exempt schools are referred to the Attorney General's office.

We accept written or email complaints. When a complaint is received, we first evaluate the information to substantiate its relevance to Oregon rules and statutes. If the complaint appears to have merit or indicate non-compliance on the part of the school, we contact the school to request information regarding the case. All correspondence is kept in the school's file. We continue to mediate between the student and the school until it we receive an indication that the complaint is unfounded or resolved.

Please call ODA for more information at (541) 687-7400 - Eugene/Springfield area and (800) 452-8807 - Toll-free; [Juan.baez-arevalo@state.or.us](mailto:Juan.baez-arevalo@state.or.us)

<http://www.oregonstudentaid.gov/oda.aspx>

[http://www.portal.state.pa.us/portal/server.pt/community/higher\\_education/8711/complaint\\_procedure/1004474](http://www.portal.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474)

Pennsylvania **Pennsylvania Department of Education, Division of Higher Education**

Telephone: (717) 783-6137

Puerto Rico **Puerto Rico Council on Education**

Telephone: (787) 641-7100

<http://www.ce.pr.gov/>

Rhode Island **Rhode Island Board of Governors for Higher Education**

Telephone: (401) 456-6008

<http://www.ribghe.org/8a1031912.pdf>

South Carolina **South Carolina Commission on Higher Education**

Telephone: (803) 737-2260

<http://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.aspx>

South Dakota **South Dakota Secretary of State**

Telephone: (605) 773-3455

<http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx>

Tennessee **Tennessee Higher Education Commission**

Telephone: (615) 741-3605

<http://www.tn.gov/thec/article/consumer-services>

<http://www.tn.gov/assets/entities/thec/attachments/ComplaintForm.pdf>

Texas **Texas Higher Education Coordinating Board**

The web address for the Texas Higher Education Coordinator Board's Student Complaint page with forms and a description of the complaint procedure is

Telephone: (512) 427-6101

found at: <http://www.thecb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D>.

The web address for the rules governing student complaints - Title 19 of the Texas Administrative Code, Sections 1.110-1.120 is found

at: [http://texreg.sos.state.tx.us/public/readtac\\$ext.TacPage?sl=R&app=9&p\\_dir=&p\\_rloc=&p\\_tloc=&p\\_ploc=&pg=1&p\\_tac=&ti=19&pt=1&ch=1&rl=116](http://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=19&pt=1&ch=1&rl=116)  
<http://consumerprotection.utah.gov/complaints/index.html>

Utah

**Utah Division of Consumer Protection**

Telephone: (801) 530-6601

Vermont

**Vermont State Board of Education**

Telephone: (802) 828-3135

[http://education.vermont.gov/documents/EDU-VTAOE-Complaint\\_Resolution\\_for\\_Postsecondary\\_Education.pdf](http://education.vermont.gov/documents/EDU-VTAOE-Complaint_Resolution_for_Postsecondary_Education.pdf)

Virginia

**State Council of Higher Education for Virginia**

Telephone: (804) 371-2285

<http://www.schev.edu/students/studentcomplaint.asp>

Washington

**Washington Student Achievement Council**

Telephone: (360) 753-7869

Students may submit a formal complaint to the Washington Student Achievement Council, provided it is against an institution authorized by the Washington Student Achievement Council and is within one year of the last date of attendance. For more information, please contact the Washington Student Achievement Council at 360-753-7800.

<http://www.wsac.wa.gov/student-complaints>

West Virginia

**West Virginia Higher Education Policy Commission**

Telephone: (304) 558-4016

<http://www.wvhepc.edu/wp-content/uploads/2015/01/Complaint-Form2.pdf>

Wisconsin

**Wisconsin Educational Approval Board**

Telephone: 608) 266-1996

<http://eab.state.wi.us/resources/complaint.asp>

Wyoming

**Wyoming Department of Education**

Telephone: (307) 777-5712

<http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/>

<http://edu.wyoming.gov/downloads/schools/student-complaint-process.pdf>

