

Student Complaint Process

Alabama

Alabama Commission on Higher Education

P. O. Box 302000

Montgomery, AL 36130-2000

<https://www.accs.cc/index.cfm/school-licensure/complaints/>

Alaska

Alaska Commission on Post-secondary Education

PO Box 110505

Juneau, AK 99811-0505

http://acpe.alaska.gov/ABOUT_US/Consumer_Protection

Arizona

Arizona

State Board for Private Postsecondary Education

1400 W. Washington Street, Room 260

Phoenix, AZ 85007

<https://ppse.az.gov/complaint>

Arkansas

Arkansas Higher Education Coordinating Board

Arkansas Department of Higher Education

114 East Capitol Avenue

Little Rock, AR 72201

<http://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/>

Appendix J

California

California Bureau of Private Postsecondary Education

P.O. Box 980818

W. Sacramento, CA 95798-0818

<http://www.bppe.ca.gov/enforcement/complaint.shtml>

Colorado

Colorado Department of Higher Education

1560 Broadway, Suite 1600

Denver, Colorado 80202

<http://higherred.colorado.gov/Academics/Complaints/default.html>

Connecticut

Office of Financial & Academic Affairs for Higher Education

61 Woodland Street

Hartford, CT 06105-2326

<http://www.ctohe.org/StudentComplaints.shtml>

Delaware

(all complaints handled by the Attorney General's office)

Delaware Higher Education Office

John G. Townsend Building

401 Federal Street

Dover, DE 19901

<http://www.attorneygeneral.delaware.gov/fraud/cpu/complaint.shtml>

District of Columbia

District of Columbia Office of the State Superintendent of Education

Education Licensure Commission

810 First Street, NE, 9th Floor

Washington, DC 20002

<http://osse.dc.gov/sites/default/files/dc/sites/osse/publication/attachments/COMPLAINT-FORM.pdf>

Florida

Florida Commission on Independent Education

325 W. Gaines Street, Suite 1414

Tallahassee, FL 32399-0400

<http://www.fldoe.org/policy/cie/file-a-complaint.stml>

Georgia

Georgia Nonpublic Postsecondary Education Commission

2082 East Exchange Place #220

Tucker, GA 30084-5334

<http://gnpec.org/consumer-resources/gnpec-authorized-school-complainant-form/>

Hawaii

Hawaii State Board of Education

P.O. Box 2360

Honolulu Hawaii 96804

<http://http://cca.hawaii.gov/hpeap/student-complaint-process/>

Idaho

Idaho State Board of Education

Attn: State Coordinator for Private Colleges and Proprietary Schools

P.O. Box 83720

Boise, ID 83720-0037

http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp

Illinois

Illinois Board of Higher Education

100 N. 1st Street

Springfield, Illinois 62777

<http://www.ibhe.state.il.us/consumerinfo/complaint.htm>

Indiana

Indiana Commission on Proprietary Education

Attn: Director of Regulatory Compliance

302 W Washington Street, Room E201

Indianapolis, IN 46204

<http://www.in.gov/cpe/files/sf39280-complaint.pdf>

Iowa

Iowa College Student Aid Commission

603 E. 12th Street, 5th Floor

Des Moines, IA 50319

<http://www.iowacollegeaid.gov/content/constituent-request-review>

Kansas

Kansas Board of Regents

1000 SW Jackson Street, Suite 520

Topeka, KS 66612-1368

[http://www.kansasregents.org/resources/PDF/2771-KBORcomplaintprocedureandform\(updated\).pdf](http://www.kansasregents.org/resources/PDF/2771-KBORcomplaintprocedureandform(updated).pdf)

Kentucky

Council on Postsecondary Education

Director of Postsecondary Licensing

1024 Capital Center Drive, Suite 320

Frankfort, KY 40601

cpeconsumercomplaint@ky.gov

Louisiana

(all complaints handled by the Attorney General's office)

Louisiana Board of Regents

P.O. Box 3677

Baton Rouge, LA 70821-3677

<http://www.ag.state.la.us/Complaint.aspx?articleID=16&catID=15>

Maine

Maine Department of Education

Complaint Investigator

23 State House Station

Augusta, ME 04333-0023

harry.osgoode@maine.gov

Maryland

Maryland Attorney General

Consumer Protection Division

200 St. Paul Street

Baltimore, MD 21202

410-528-8662 or 888-743-0823 (toll free)

<http://www.mhec.state.md.us/higherEd/acadAff/MHECStudentComplaintForm.pdf>

Massachusetts

Massachusetts Department of Higher Education

One Ashburton Place, Room 1401

Boston, MA 02108

<http://www.mass.edu/forstudents/complaints/complaintprocess.asp>

Michigan

Michigan Department of Licensing & Regulatory Affairs
Bureau of Commercial Services, Licensing Division
Proprietary School Unit
Post Office Box 30714
Lansing, MI 48909

<http://www.michigan.gov/ag/0,4534,7-164-17331-42077-,00.html>

Minnesota

Minnesota Office of Higher Education
1450 Energy Park Drive, Suite 350
St. Paul, MN 55108-5227

<http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

Mississippi

Mississippi Commission of Proprietary Schools and College Registration
3825 Ridgewood Road
Jackson, MS 39211-6453

<http://www.sbcjc.cc.ms.us/pdfs/pg/PSCComplaintForm.pdf>

Missouri

Missouri Department of Higher Education
205 Jefferson Street
P.O. Box 1469

Jefferson City, MO 65102-1469

<http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>

Montana

Montana Board of Regents
Office of Commissioner of Higher Education
Montana University System
2500 Broadway Street
PO Box 203201
Helena, MT 59620-3201

<http://mus.edu/MUS-statement-of-complaint-process.asp>

Nebraska

Coordinating Commission for Postsecondary Education
140 N. 8th Street
P.O. Box 95005
Lincoln, NE 68509-5005

<https://ccpe.nebraska.gov/student-complaint-form>

Nevada

Nevada Commission on Postsecondary Education
3663 East Sunset Road, Suite 202
Las Vegas, Nevada 89120

<http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

New Hampshire

New Hampshire Department of Education
3 Barrell Court #300
Concord, NH 03301-8531

<http://www.education.nh.gov/highered/compliance-allegation.htm>

New Jersey

Secretary of Higher Education
State of New Jersey Higher Education
PO Box 542
Trenton, NJ 08625

<http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>

New Mexico

New Mexico Higher Education Department
2048 Galisteo
Santa Fe, NM 87505

<http://hed.state.nm.us/institutions/complaints.aspx>

New York

New York State Education Department, Office of Higher Education
New York Office of College and University Evaluation
EBA Room 969
Albany, NY 12234

<http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

North Carolina

North Carolina Post-Secondary Education Complaints
University of North Carolina General Administration
c/o Student Complaints
910 Raleigh Road
Chapel Hill, North Carolina 27515-2688
(919) 962-4550

<http://www.northcarolina.edu/complaints>

North Dakota

North Dakota University System
Tanya Spilovoy, D.Ed.
Director of Distance Education & State Authorization
1815 Schafer Street, Suite 202
Bismarck, ND 58501-1217

tanya.spilovoy@ndus.edu

Ohio

Ohio Board of Regents
State Board of Career Colleges & Schools
30 East Broad Street, 36th Floor
Columbus, OH 43215-3414

<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

Oklahoma

Oklahoma State Regents for Higher Education
655 Research Parkway, Suite 200
Oklahoma City, OK 73104

<http://www.okhighered.org/resources/Student-Complaint-Form/>

Oregon

Oregon Office of Degree Authorization
1500 Valley River Drive, Suite 100
Eugene, OR 97401

<http://www.ode.state.or.us/search/page/?=325>

Pennsylvania

Pennsylvania Department of Education
333 Market Street
Harrisburg, PA 17126-0333

http://http://www.portal.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474

Puerto Rico

Puerto Rico Council on Education
PO Box 1900
San Juan, PR San Juan, PR
00910-1900

cberrios@cge.gobierno.pr

Rhode Island

Rhode Island Office of Higher Education
Shepard Building
80 Washington Street, Suite 524
Providence, RI 02903

<http://www.ribghe.org/pdfs/BOGStudentComplaintProcessII011012.pdf>

South Carolina

South Carolina Commission on Higher Education
1333 Main Street, Suite 200
Columbia, SC 29201

http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf

South Dakota

(all complaints handled by the Attorney General's office)

South Dakota Secretary of State
Postsecondary Education
500 East Capitol Avenue
Pierre, SD 57501-3537

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

Tennessee

Tennessee Higher Education Commission
Division of Postsecondary Authorization
404 James Robertson Parkway, Suite 1900
Nashville, TN 37243

shauna.jennings@tn.gov

Texas

Texas Higher Education Coordinating Board

1200 E. Anderson Lane

Austin, Texas 78752

<http://www.theceb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9>

Utah

Division of Consumer Protection

160 East 300 South

Salt Lake City, Utah 84111

<http://consumerprotection.utah.gov/complaints/manual.html>

Vermont

Vermont Department of Education

State Board of Education

120 State Street

Montpelier, VT 05620-2501

http://education.vermont.gov/documents/EDU-VTAOE-Complaint_Resolution_for_Postsecondary_Education.pdf

Virginia

State Council of Higher Education for Virginia

James Monroe Building

101 N. 14th Street

Richmond, VA 23219

<http://www.schev.edu/index/students-and-parents/resources/student-complaints>

Washington

Washington Student Achievement Council

PO Box 43430

Olympia, WA 98504-3430

kareno@wsac.wa.gov

West Virginia

West Virginia Higher Education Policy Commission

1018 Kanawha Boulevard, East, Suite 700

Charleston WV 25301

kbutler@hepc.wvnet.edu

Wisconsin

Wisconsin Educational Approval Board

201 W. Washington Ave. 3rd Floor

Madison, WI 53703

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

Wyoming

Wyoming Department of Education

2300 Capitol Avenue

Hathaway Building, 2nd Floor

Cheyenne, WY 82002-0050

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

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