

State Agency Complaint Information

Revised October 2014

Effective July 1, 2011, Federal regulations require that U.S. colleges and universities provide students information on state agencies to contact in the event of a complaint against a school. Those regulations also require that the responsible state agency provide an accessible complaint process. Web links shown below were active as of October 2014. Note that the majority of state agencies require that a student first follow their university's complaint/grievance policy before they may file a complaint with the state. No state will accept anonymous complaints against an institution.

Alabama

Commission on Higher Education
P.O. Box 302130,
Montgomery, AL 36130-2130
Phone: 334.242.1998

Complaints: <http://www.ache.alabama.gov/Content/Departments/NRI/federal-reg.pdf>

Alaska

Commission on Postsecondary Education
P.O. Box 110505
Juneau, AK 99811-0505
Phone: 907-465-6741

Complaints: http://acpe.alaska.gov/EDUCATOR-SCHOOL/Postsecondary_Institutions/Consumer_Protection

Arizona

State Board for Private Postsecondary Education
1400 W. Washington Street, Room 620
Phoenix, Arizona 85007
Phone: 602-542-5709

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

Arkansas

Higher Education Coordinating Board
114 East Capital Avenue
Little Rock, AR 72201
Phone: 501-371-2000

<http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/Appendix%20J%20%20Student%20Grievance%20Procedure.pdf>

California

Bureau for Private Postsecondary Education
P. O. Box 980818 W. Sacramento, CA 95798-0818
Phone: (916) 431-6905
Fax: (916) 263-1897

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

Colorado

Commission on Higher Education
Degree Authorization Act Officer
1560 Broadway, Suite 1600 Denver, CO 80202
Phone: (303) 866-2723 Fax: (303) 866-4266
Complaints: <http://highered.colorado.gov/Academics/Complaints/default.html>

Connecticut

Office of Higher Education
61 Woodland Street
Hartford, CT 06105-2326
Tel: (860)947-1800
Complaints: <http://www.ctohe.org/StudentComplaints.shtml>

Delaware

Department of Education, Higher Education Office
The Townsend Building
401 Federal Street, Suite 2
Dover, DE 19901
Phone: 302-735-4120
Complaints: The Department will investigate complaints made in writing and verified by the signature of the person making the complaint. Oral, anonymous or unsigned complaints will not be investigated.

District of Columbia

Education Licensure Commission
Office of the Superintendent of Education
810 First Street NE, 9th Floor Washington, DC 20002 Telephone: (202) 727-6436
Complaints: <http://osse.dc.gov/service/public-complaints>

Florida

Commission for Independent Education
325 W. Gaines St, Suite 1414 Tallahassee, Florida 32399-0400
Phone: (850) 245-3200 Fax: (850) 245-3233
Complaints: <http://fldoe.org/cie/complaint.asp>

Georgia

Nonpublic Postsecondary Education Commission
2082 E. Exchange Place, Suite 220
Tucker, GA 30084-5305
Phone: 770-414-3300
Fax: 770-414-3309
Complaints: <http://gnpec.org/consumer-resources/>

Hawaii

State Board of Education
P.O. Box 2360
Honolulu HI 96804

(808) 586-3334

Fax: (808) 586-3433

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

Idaho

State Board of Education

Coordinator for Private Colleges and Proprietary Schools

650 W. State Street

Boise, ID 83720

Telephone: 208-334-2270

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

Illinois

Board of Higher Education

Assistant Director for Diversity and Outreach

431 East Adams, 2nd Floor Springfield, Illinois 62701-1404 Phone: (217) 557-7359 (Complaint Hotline)

Fax: (217) 782-8548

Complaints: <http://provost.illinois.edu/consumerinfo/complaint.html>

Indiana

Commission on Higher Education

302 West Washington Street, Room E201 Indianapolis, IN 46204

Telephone: 317-232-1326

Fax: 317-233-4219

Complaints: <http://www.in.gov/cpe/2329.htm>

Iowa

Student Aid Commission

603 E. 12th Street, FL 5th

Des Moines, IA 50319

Phone: 877-272-4456

Fax: 515-725-3401

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

Kansas

Board of Regents

Director, Private/Out-of-State Postsecondary Education

1000 SW Jackson Street, Suite 520 Topeka, KS 66612-1368

Phone: 785-296-4917

Fax: 785-296-0983

Complaints: http://www.kansasregents.org/private_postsecondary_complaint_process

Kentucky

Council on Postsecondary Education

Director of Postsecondary Licensing

1024 Capital Center Drive, Suite 320 Frankfort KY 40601

Phone: (502) 573-1555, ext. 350 Fax: (502) 573-1535

Complaints: <http://cpe.ky.gov/forstudents/consumercomplaints/>

Louisiana

Board of Regents

P.O. Box 3677

Baton Rouge, LA 70821-3677

Phone: (225) 342-4253

Fax: (225) 342-9318 or 6926

Complaints: Consumer Affairs Division of the Attorney General's Office. Hotline: 800-351-4889, or <http://www.ag.state.la.us/Article.aspx?articleID=36&catID=0>

Maine

Department of Education

23 State House Station

Augusta, ME 04333

Phone: 207-624-6846

Fax: 207-624-6700

Complaints: Complaints shall be addressed in writing to the Department: must provide specific facts and allegations and be signed by the complainant. The school shall be notified of any complaints which are to be investigated.

Maryland

Higher Education Commission

839 Bestgate Road, Suite 400

Annapolis, MD 21401

Phone: 410-260-4500

Complaints: Individuals who wish to submit a complaint may use the following contact information: Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202. Please see PDF at: <http://www.mhec.state.md.us/higherEd/acadAff/MHECStudentComplaintProcess.pdf>

Massachusetts

Department of Higher Education

One Ashburton Place, Room 1401

Boston, MA 02108

617-994-6950

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

Michigan

Department of Licensing and Regulatory Affairs

Corporations Division

P.O. Box 30767

Lansing, MI 48909

Phone: 517-241-6470

Complaints: http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396---,00.html

Minnesota

Office of Higher Education
Manager, Institutional Registration and Licensing
1450 Energy Park Drive, Suite 350 St. Paul, MN 55108-5227
Phone: (651) 259-3975 Fax: (651) 642-0675
Complaints: <http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

Mississippi

Commission of on College Accreditation
3825 Ridgewood Road Jackson, MS 39211
Telephone: (601) 432-6518
Fax: (601) 432-6225
Complaints: <http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf>

Missouri

Department of Higher Education
P.O. Box 1469 Jefferson City, MO 65102-1469
Phone: (573) 751-2361 Fax: (573) 751-6635
Complaints: <http://dhe.mo.gov/documents/POLICYONCOMPLAINTRRESOLUTION.pdf>

Montana

Office of the Commissioner of Higher Education
2500 B4roadway Street, P.O. Box 203201
Helena, MT 59620
Phone: 406-444-6570
<http://www.mus.edu/MUS-statement-of-complaint-process.asp>

Nebraska

Office of the Attorney General
2115 State Capital
Lincoln, NE 68509
Phone: 402-471-2682
Complaints: <http://www.ago.ne.gov/complaint>

Nevada

Commission on Postsecondary Education
3663 East Sunset Road Suite 202
Las Vegas, Nevada 89120
Phone: (702) 486-7330
Fax: (702) 486-7340
Complaints: <http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

New Hampshire

Department of Education
101 Pleasant Street
Concord, NH 03301
Phone: (603) 271-3494

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

New Jersey

Commission on Higher Education

P.O. Box 542

Trenton, NJ 08625

Phone: (609) 292-4310

Complaints: No specific complaint website found. <http://www.state.nj.us/highereducation/>

New Mexico

Higher Education Department

2048 Galisteo Street

Santa Fe, NM 87505-2100

Phone: (505) 476-8400

Complaints: <http://www.hed.state.nm.us/students/complaints.aspx>

New York

State Education Department

5 North Mezzanine

Albany, NY 12234

Telephone: 518: 474-2593

Fax: 518: 486-2779

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

North Carolina

Board of Governors

910 Raleigh Road

P.O. Box 2688

Chapel Hill, NC 27514

Phone: (919) 962-4558

Complaints: <http://unc.edu/academics/distance-education/student-complaints-about-delivery-of-distance-education/>

North Dakota

Department of Career and Technical Education

State Capitol 15th Floor

600 East Boulevard Avenue, Dept. 270

Bismarck, ND 58505-0610

701-328-2678

Complaints: http://www.ndsu.edu/dce/student_resources/complaint_procedure

Ohio

Board of Regents

25 South Front Street

Columbus, OH 43215-3414

Phone: 614-466-6000

Complaints: Students are encouraged to try to resolve their issue through their institution's formal grievance procedures. If the student's issue is not resolved through this process, the Ohio Board of Regents may then contact the institution on the student's behalf and request that institution work with the student to resolve the issue. If the grievance involves an issue that violates the agency's standards for authorization, the agency would contact the institution to determine the severity of the issue and what agency action would be taken. Please call the Ohio Board of Regents at 614-387-1215 for more information.

Oklahoma

State Regents for Higher Education
655 Research Parkway, Ste 200
Oklahoma City, OK 73104
405-225-9100

Complaints: <https://www.okhighered.org/current-college-students/complaints.shtml>

Oregon

Office of Degree Authorization
1500 Valley River Drive, Suite 100
Eugene, OR 97401 (541) 687-7478

Complaints: <http://www.oregon.gov/ccwd/pdf/Policies/COLLEGES/StudentComplaintGuideline.pdf>

Pennsylvania

Department of Education
333 Market Street Harrisburg, PA 17126-0333
717-783-6788

Complaints:

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

Puerto Rico

Council on Education
268 Avenue Ponce De Leon
San Juan, PR 00918-2002
Phone: 787-641-7100

Complaints: No specific contact provided by the Council

Rhode Island

Board of Governors for Higher Education
80 Washington Street, Suite 524
Providence, RI 02903
Phone: 401-456-6000
Fax: 401-456-6029

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

South Carolina

Commission on Higher Education

1333 Main St, Ste 200

Columbia, SC 29201.

Phone: (803) 737 - 2260,

Complaints:

http://www.che.sc.gov/Portals/0/CHE_Docs/academicaaffairs/license/complaint_procedures_and_form.pdf

South Dakota

Board of Regents

306 East Capitol Ave., Suite 200

Pierre, SD 57501

605 773 3455

Complaints: The South Dakota Attorney General accepts consumer complaints:

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

Tennessee

Higher Education Commission

404 James Robertson Parkway

Suite 1900

Nashville, TN 37243

(615) 741-3605

Complaints: Address to Investigations Officer. See "Consumer Services" at

<http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/psa.html>

Texas

Texas Higher Education Coordinating Board

P.O. Box 12788

Austin, TX 78711-2788

(512) 427-6101

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

Utah

Utah Division of Consumer Protection

160 East 300 South

Salt Lake City, Utah 84111

Phone: 801-530-6601

Fax: 801-530-6001

Complaints: <http://consumerprotection.utah.gov/complaints/index.html>

Vermont

Vermont State Board of Education

120 State Street

Montpelier, VT 05620-2501

(802) 828-3135

Complaints: Students are encouraged to work directly with their school to resolve complaints. In most cases, that is the only appropriate avenue to pursue. If all avenues have been exhausted with the institution, complaints may be sent, in writing, to the address listed above. All complaints should be

specific in describing the nature of the complaint and relevant information: the name of the parties involved, including witnesses, dates, the policy or procedure violated (if known), the course/program, the name of the institution, and complete contact information. In addition, please include any supporting material that substantiates your complaint, including correspondence with the school about the issue.

Virginia

State Council of Higher Education for Virginia
101 N. 14TH St., 10th Floor, James Monroe Bldg.
Richmond, VA 23219 Tel: (804) 225-2600
Fax: (804) 225-2604
Complaints: <http://www.schev.edu/forms/StudentComplaintInformation.pdf>

Washington

Higher Education Coordinating Board
P.O. Box 43430
Olympia, WA 98504
360-753-7800
Complaints: <http://www.bellevuecollege.edu/elearning/washington-state-student-complaint-process/>

West Virginia

Higher Education Policy Commission
1018 Kanawha Blvd East, Ste 700
Charleston WV 25301-2800
Phone: 304.558.2101
Complaints: <http://www.wvhepc.com/wp-content/uploads/2014/06/Student-Complaint-Process-revised-3.pdf>

Wisconsin

Wisconsin Educational Approval Board
P.O. Box 8696
Madison, WI 53708-8696 Phone: (608) 266-1996
Fax: (608) 264-8477
Complaints: <http://eab.state.wi.us/resources/complaint.asp>

Wyoming

Wyoming Department of Education
2300 Capitol Avenue Hathaway Building, 2nd Floor
Cheyenne, WY 82002-0050
Phone: (307) 777-7690
<http://edu.wyoming.gov/downloads/schools/student-complaint-form.pdf>