



State Agency Complaint Information

Revised March 2021

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 March 2021. Note that most 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 302000 Montgomery, AL 36130-2000
Phone: (334) 242.1998
Complaints: https://ache.edu/ACHE_Reports/Forms/SARA/StudentComp.pdf

Alaska

Commission on Postsecondary Education
P.O. Box 110505 Juneau, AK 99811-0505
Phone: (907) 465-6741
Complaints: <https://acpe.alaska.gov/ConsumerProtection>

Arizona

Private Postsecondary
1740 W. Adams, Suite 3008 Phoenix, Arizona 85007
Phone: (602) 542-5709
Complaints: <https://ppse.az.gov/complaint>

Arkansas

Division of Higher Education
423 Main Street, Suite 400 Little Rock, AR 72201
Phone: (501) 371-2000
<https://sbpce.wufoo.com/forms/form-8040-complaint-form/>

California

Bureau for Private Postsecondary Education
P. O. Box 980818 W. Sacramento, CA 95798-0818
Phone: (916) 431-6905
Complaints: <http://www.bppe.ca.gov/enforcement/complaint.shtml>

Colorado

Director, Office of Private Postsecondary Education
1600 Broadway, Suite 2200 Denver, CO 80202
Phone: (303) 866-2723
Complaints: <https://cdhe.colorado.gov/educators/administration/state-authorization-reciprocity-agreement-sara>

Connecticut

Office of Higher Education
450 Columbus Boulevard, Suite 510 Hartford, CT 06103-1841
Phone: (860) 947-1800
Complaints: <http://www.ctohe.org/StudentComplaints.shtml>

Delaware

Department of Education, Higher Education Office
Attn: SARA Student Complaints
401 Federal Street, Suite 2 Dover, DE 19901
Phone: (302) 735-4120
Complaints: <https://www.doe.k12.de.us/sara>

**District of Columbia**

Education Licensure Commission
Office of the State Superintendent of Education
1050 First Street NE, Washington, DC 20002
Phone: (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
Complaints: <http://www.fldoe.org/policy/cie/file-a-complaint.stml>

Georgia

Nonpublic Postsecondary Education Commission
2082 E. Exchange Place, Suite 220 Tucker, GA 30084-5305
Phone: 770-414-3300
Complaints: <http://www.fldoe.org/policy/cie/file-a-complaint.stml>

Hawaii

State Board of Education
P.O. Box 2360
Honolulu HI 96804
Phone: (808) 586-3334
Complaints: <http://cca.hawaii.gov/hpeap/student-complaint-process/>

Idaho

State Board of Education
650 W. State Street, 3rd Floor Boise, ID 83720
Phone: 208-334-2270
Complaints: <https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/>

Illinois

Board of Higher Education
1 North Old State Capitol Plaza Springfield, Illinois 62701-1377
Phone: (217) 557-7359 (Complaint Hotline)
Complaints: <http://complaints.ibhe.org/>

Indiana

Commission for Higher Education
101 W Ohio St, Ste 300 Indianapolis, IN 46204
Phone: (317) 464-4400
Complaints: <https://www.in.gov/che/student-complaints/>

Iowa

Iowa College Aid
60475 SW Fifth St., Suite D Des Moines, IA 50309
Phone: (515) 725-3400
Complaints: <https://www.iowacollegeaid.gov/StudentComplaintForm>

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

**Kentucky**

Council on Postsecondary Education
100 Airport Road, Frankfort, KY 40601
Phone: (502) 573-1555, ext. 350 Fax: (502) 573-1535
Complaints: http://cpe.ky.gov/campuses/consumer_complaint.html

Louisiana

Board of Regents
P.O. Box 3677
Baton Rouge, LA 70821-3677
Complaints: <https://regents.la.gov/divisions/planning-research-and-academic-affairs/institutional-licensure/sara/>

Maine

Department of Education
23 State House Station
Augusta, ME 04333-0023
Phone: (207) 624-6600
<https://www.maine.gov/doe/learning/highered/sara>

Maryland

Consumer Protection Division
Office of the Attorney General
200 Saint Paul Place Baltimore, Maryland 21202
Phone: (410) 528-8662
Complaints: https://mhec.maryland.gov/institutions_training/Documents/acadaff/MHECStudentComplaintProcedures.pdf

Massachusetts

Department of Higher Education
One Ashburton Place, Room 1401 Boston, MA 02108
Phone: (617) 994-6950
Complaints: <https://www.mass.edu/forstufam/complaints/complaints.asp>

Michigan

Department of Licensing and Regulatory Affairs
Corporations, Securities & Commercial Licensing Bureau
P.O. Box 30018 Lansing, MI 48909
Phone: (517) 241-6470
Complaints: https://www.michigan.gov/documents/lara/Post-Secondary_Student_Complaints_498839_7.pdf

Minnesota

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

Mississippi

Commission of on College Accreditation
3825 Ridgewood Road Jackson, MS 39211
Phone: (601) 432-6372
Complaints: http://www.mississippi.edu/mcca/student_complaint_process.asp

Missouri

Department of Higher Education and Workforce Development
P.O. Box 1469 Jefferson City, MO 65102-1469
Phone: (573) 751-2361
Complaints: <https://dhewd.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>

**Montana**

Office of the Commissioner of Higher Education
560 N. Park Ave, PO Box 203201 Helena, MT 59620-3201
Phone: (406) 444-6570
Complaints: <https://www.mus.edu/MUS-Statement-of-Complaint-Process.html>

Nebraska

Investigations Office
2115 State Capital
Lincoln, NE 68509
Phone: (402) 471-0730
Complaints: https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf
<https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions>

Nevada

Commission on Postsecondary Education
2800 E. St. Louis Avenue Las Vegas, Nevada 89104
Phone: (702) 486-7330
Complaints: <https://cpe.nv.gov/uploadedFiles/cpenvgov/content/Students/Complaint%20Form%20Initial%202021.pdf>

New Hampshire

Department of Education
101 Pleasant Street
Concord, NH 03301
Phone: (603) 271-3494
Complaints: <https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx>

New Jersey

Commission on Higher Education
P.O. Box 542
Trenton, NJ 08625
Phone: (609) 292-4310
Complaints: <https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>

New Mexico

Higher Education Department
2048 Galisteo Street, Suite 4
Santa Fe, NM 87505-2100
Phone: (505) 476-8411
Complaints: <https://hed.state.nm.us/students-parents/student-complaints>

New York

State Education Department
5 North Mezzanine
Albany, NY 12234
Phone: (518) 474-2593
Complaints: <http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university>

North Carolina

Consumer Protection Division
Attorney General's Office
Mail Service Center 9001 Raleigh, NC 27699-9001
Phone: (919) 962-4558
Complaints: <https://www.northcarolina.edu/post-secondary-education-complaints/>

North Dakota

Outreach Manager, Core Technology Services of the North Dakota University System
2000 44th St. SW, Suite 301 Fargo, ND 58103
Complaints: <https://ndus.edu/state-authorization-sara/>

**Ohio**

Board of Regents
25 South Front Street Columbus, OH 43215-3414
Phone: (614) 466-6000
Complaints: <https://www.ohiohighered.org/students/complaints>

Oklahoma

State Regents for Higher Education
655 Research Parkway, Ste 200
Oklahoma City, OK 73104
Phone: (405) 225-9100
Complaints: <https://www.okhighered.org/current-college-students/complaints.shtml>

Oregon

Higher Education Coordinating Commission
3225 25th Street SE Salem, OR 97302
Phone: (503) 947-5925
Complaints: <https://www.oregon.gov/highered/about/Pages/complaints.aspx>

Pennsylvania

Division of Higher Education, Access, and Equity
Pennsylvania Department of Education - Postsecondary and Adult Education
333 Market Street, 12th Floor Harrisburg, PA 17126-0333
Phone: (717) 783-8228
Complaints:
<https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx>

Puerto Rico

Council on Education Director
PO Box 19900 San Juan, PR 00910-1900
Complaints: http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf

Rhode Island

Board of Governors for Higher Education
80 Washington Street, Suite 524
Providence, RI 02903
Phone: (401) 456-6000
Complaints: <http://www.ribghe.org/pdfs/BOGStudentComplaintProcessII011012.pdf>

South Carolina

Commission on Higher Education Academic Affairs
1122 Lady Street, Suite 300 Columbia, SC 29201.
Phone: (803) 737- 2260
Complaints: https://www.che.sc.gov/CHE_Docs/academicaffairs/license/Complaint_Procedures_and_Form.pdf

South Dakota

Board of Regents
306 East Capitol Ave., Suite 200
Pierre, SD 57501
Phone: (605) 773-3455
Complaints: <https://www.sdbor.edu/administrative-offices/academics/SD-SARA/Documents/Complaint%20Form%20-%20SD-SARA.pdf>

Tennessee

Higher Education Commission
Parkway Towers, Suite 1900 Nashville, TN 37243-0830
Complaints: <https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html>

**Texas**

Texas Higher Education Coordinating Board
1200 E. Anderson Lane, Austin, TX
Phone: (512) 427-6101
Complaints: <https://www.highered.texas.gov/links/student-complaints/>

Utah

Utah Division of Consumer Protection
160 East 300 South Salt Lake City, Utah 84111
Phone: (801) 530-6601
Complaints: <https://ushe.edu/office-of-commissioner/state-authorization-ut-sara/>

Vermont

Vermont Agency of Education
1 National Life Drive, Davis 5 Montpelier, VT 05620-2501
Phone: (802) 828-1130
Complaints: <https://education.vermont.gov/documents/postsecondary-program-complaint-resolution>

Virginia

State Council of Higher Education for Virginia
101 N. 14th St., 10th Floor, James Monroe Bldg.
Richmond, VA 23219
Phone: (804) 225-2600
Complaints: <https://schev.edu/index/students-and-parents/resources/student-complaints>

Washington

Washington Student Achievement Council
917 Lakeridge Way SW Olympia, WA 98502
Phone: (360) 753-7800
Complaints: <https://wsac.wa.gov/student-complaints>

West Virginia

Higher Education Policy Commission
1018 Kanawha Blvd East, Ste. 700 Charleston WV 25301-2800
Phone: (304) 558.2101
Complaints: <https://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf>

Wisconsin

Wisconsin Association of Independent Colleges and Universities
P.O. Box 8696 Madison, WI 53708-8696
Phone: (608) 266-1996
Complaints: <http://www.heab.state.wi.us/DLAB/students.html#file>

Wyoming

Wyoming Department of Education
122 W. 25th St. Suite E200 Cheyenne, WY 82002
Phone: (307) 777-7675
Complaints: <https://edu.wyoming.gov/blog/2018/12/06/student-complaint-form/State Board of Education>