



## State Agency Complaint Information

*Revised April 2022*

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](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](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](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](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](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](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://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

Department of Higher Education  
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](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](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>