

## Student Complaint Process Contact Information

Updated: June 7, 2016

State	Agency Name	Link to the State Complaint Process
Alabama	Alabama Department of Postsecondary Education	<a href="http://www.ache.state.al.us/Content/Departments/NRI/federal-reg.pdf">http://www.ache.state.al.us/Content/Departments/NRI/federal-reg.pdf</a>
Alaska	Alaska Commission on Postsecondary Education	<a href="http://acpe.alaska.gov/ABOUT_US/Consumer_Protection">http://acpe.alaska.gov/ABOUT_US/Consumer_Protection</a>
Arizona	Arizona State Board for Private Postsecondary Education	<a href="https://ppse.az.gov/complaint">https://ppse.az.gov/complaint</a>
Arkansas	Arkansas Department of Higher Education	<a href="http://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/">http://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/</a>
California	California Bureau for Private Postsecondary Education	<a href="http://www.bppe.ca.gov/enforcement/complaint.shtml">http://www.bppe.ca.gov/enforcement/complaint.shtml</a>
Colorado	Colorado Department of Higher Education	<a href="http://highered.colorado.gov/Academics/Complaints/default.html">http://highered.colorado.gov/Academics/Complaints/default.html</a>
Connecticut	Connecticut Office of Higher Education	<a href="http://www.ctohe.org/StudentComplaints.shtml">http://www.ctohe.org/StudentComplaints.shtml</a>
Delaware	Department of Higher Education	The Delaware Department of Education will investigate complaints. Such complaints must be in writing and verified by the signature of the person making the complaint. Oral, anonymous, or unsigned complaints will not be investigated. Until the website is functional, please write or call for more information. The Delaware Department of Education, Teacher and Administrator Quality, John W. Collette Resource Center, 35 Commerce Way, Dover, DE 19904. The Delaware Department of Education phone number is 302-857-3388.
District of Columbia	District of Columbia Education Licensure Commission	<a href="http://osse.dc.gov/service/education-licensure-commission-elic-public-complaints">http://osse.dc.gov/service/education-licensure-commission-elic-public-complaints</a>
Florida	Florida Department of Education, Commission for Independent Education	<a href="http://www.fldoe.org/policy/cie/file-a-complaint.stml">http://www.fldoe.org/policy/cie/file-a-complaint.stml</a>
Georgia	Georgia Nonpublic Postsecondary Education Commission	<a href="http://gnpec.org/consumer-resources/">http://gnpec.org/consumer-resources/</a>

Hawaii	Hawaii Post-secondary Education Authorization Program (HPEAP)	<a href="http://cca.hawaii.gov/hpeap/student-complaint-process/">http://cca.hawaii.gov/hpeap/student-complaint-process/</a>
Idaho	Idaho State Board of Education	<a href="http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp">http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp</a>
Indiana	Indiana Commission for Higher Education	<a href="http://www.in.gov/bpe/2329.htm">http://www.in.gov/bpe/2329.htm</a>
Illinois	Illinois Board of Higher Education (IBHE)	<a href="http://www.ibhe.org/consumerInfo/complaint.htm">http://www.ibhe.org/consumerInfo/complaint.htm</a> Institutional Complaint Hotline: 217.557.7359 General Information email at <a href="mailto:info@ibhe.org">info@ibhe.org</a>
Iowa	Iowa College Student Aid Commission	<a href="https://www.iowacollegeaid.gov/content/forms-and-applications">https://www.iowacollegeaid.gov/content/forms-and-applications</a>
Kansas	Kansas Board of Regents	<a href="http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process">http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process</a>
Kentucky	Council on Postsecondary Education	<a href="http://cpe.ky.gov/policies/academicpolicies/faqs-students.htm">http://cpe.ky.gov/policies/academicpolicies/faqs-students.htm</a>
Louisiana	Board of Regents	<a href="http://www.regents.la.gov/assets/docs/2013/03/Board-of-Regents-SARA-Student-Complaint-Form.pdf">http://www.regents.la.gov/assets/docs/2013/03/Board-of-Regents-SARA-Student-Complaint-Form.pdf</a>
Maine	Department of Education	<a href="http://www.maine.gov/doe/highered/sara/sara-complaint-form.pdf">http://www.maine.gov/doe/highered/sara/sara-complaint-form.pdf</a>
Maryland	Maryland Higher Education Commission	<a href="http://mhec.maryland.gov/highered/acadaff/mhecstudentcomplaintprocess.pdf">http://mhec.maryland.gov/highered/acadaff/mhecstudentcomplaintprocess.pdf</a>
Massachusetts	Massachusetts Department of Higher Education	<a href="http://www.mass.edu/forstudents/complaints/complaintprocess.asp">http://www.mass.edu/forstudents/complaints/complaintprocess.asp</a>
Minnesota	Office of Higher Education	<a href="http://www.ohe.state.mn.us/mPg.cfm?pageID=1078">http://www.ohe.state.mn.us/mPg.cfm?pageID=1078</a>
Michigan	Michigan Department of Licensing and Regulatory Affairs	<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>
Mississippi	Mississippi Commission on College Accreditation	<a href="http://www.mississippi.edu/mcca/">http://www.mississippi.edu/mcca/</a>
Missouri	Missouri Department of Higher Education (MDHE)	<a href="http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf">http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf</a> MDHE Phone: 573.526.1577
Montana	Office of the Commission of Higher Education	<a href="http://mus.edu/MUS-Statement-of-Complaint-Process.asp">http://mus.edu/MUS-Statement-of-Complaint-Process.asp</a>

Nebraska	Coordinating Commission for Postsecondary Education	<a href="https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions">https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions</a>
Nevada	Commission on Postsecondary Education	<a href="http://www.cpe.state.nv.us/Forms/Complaint%20Form.pdf">http://www.cpe.state.nv.us/Forms/Complaint%20Form.pdf</a>
New Hampshire	NH Dept. of Education, Higher Education Commission	<a href="http://education.nh.gov/highered/compliance-allegation.htm">http://education.nh.gov/highered/compliance-allegation.htm</a>
New Jersey	New Jersey Office of the Secretary of Education	<a href="http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml">http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml</a>
New Mexico	Higher Education Department	<a href="http://www.hed.state.nm.us/institutions/complaints.aspx">http://www.hed.state.nm.us/institutions/complaints.aspx</a>
New York	New York Office of College and University Evaluation	<a href="http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html">http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</a>
North Carolina	The University of North Carolina Board of Governors	<a href="http://www.northcarolina.edu/sites/default/files/documents/student_complaint_form.pdf">http://www.northcarolina.edu/sites/default/files/documents/student_complaint_form.pdf</a>
North Dakota	North Dakota University System	<a href="https://www.ndus.edu/system/state-authorization/">https://www.ndus.edu/system/state-authorization/</a>
Ohio	Ohio Board of Regents	The agency does not receive student 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 agency 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. Phone: 614.466.6000
Oklahoma	Oklahoma State Regents for Higher Education	<a href="http://www.okhighered.org/current-college-students/complaints.shtml">http://www.okhighered.org/current-college-students/complaints.shtml</a>
Oregon	Office of Degree Authorization, Oregon Higher Education Coordinating Commission	<a href="http://www.oregonstudentaid.gov/oda-doc/ODA%20Student%20Complaint%20Form.pdf">http://www.oregonstudentaid.gov/oda-doc/ODA%20Student%20Complaint%20Form.pdf</a>
Pennsylvania	Pennsylvania Department of Education	<a href="http://www.education.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474">http://www.education.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474</a>

Rhode Island	Office of Higher Education	<a href="http://www.ribghe.org/pdfs/BOGStudentComplaintProcessII011012.pdf">http://www.ribghe.org/pdfs/BOGStudentComplaintProcessII011012.pdf</a>
South Carolina	South Carolina Commission on Higher Education	<a href="http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf">http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf</a>
South Dakota	South Dakota Attorney General	<a href="http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx">http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx</a>
Tennessee	Higher Education Commission	<a href="http://tn.gov/thehc/">http://tn.gov/thehc/</a>
Texas	Texas Higher Education Coordinating Board	<a href="http://www.thecb.state.tx.us/files/dmfile/CRSStudentComplaintandReleaseForms2014.pdf">http://www.thecb.state.tx.us/files/dmfile/CRSStudentComplaintandReleaseForms2014.pdf</a>
Utah	Utah Division of Consumer Protection	<a href="http://consumerprotection.utah.gov/complaints/index.html">http://consumerprotection.utah.gov/complaints/index.html</a>
Vermont	Vermont Agency of Education	<a href="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</a>
Virginia	State Council of Higher Education for Virginia	<a href="http://www.schev.edu/students/studentcomplaint.asp">http://www.schev.edu/students/studentcomplaint.asp</a>
Washington	Washington Student Achievement Council	<a href="http://www.wsac.wa.gov/protecting-education-consumers">http://www.wsac.wa.gov/protecting-education-consumers</a>
West Virginia	Higher Education Policy Commission	<a href="https://www.wvhpec.org/resources/Complaint_Process.pdf">https://www.wvhpec.org/resources/Complaint_Process.pdf</a>
Wisconsin	Wisconsin Educational Approval Board	<a href="http://eab.state.wi.us/resources/complaint.asp">http://eab.state.wi.us/resources/complaint.asp</a>
Wyoming	Wyoming Department of Education	<a href="http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/">http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/</a>