



State Contact Information for Student Complaints

Alabama

Alabama Commission on Higher Education
P.O. Box 302000
Montgomery, AL 36130-2000

<http://www.accs.cc/complaintform.aspx>

Alaska

Alaska Commission on Postsecondary Education
PO Box 110505
Juneau, AK 99811-0505

customer.service@alaska.gov

Alaska Office of Attorney General
Consumer Protection Unit
1031 West Fourth Avenue, Suite 200
Anchorage, AK 99501

attorney.general@alaska.gov

http://www.law.state.ak.us/pdf/consumer/FORM_complaint.pdf

Arizona

Arizona State Board for Private Postsecondary Education
1400 West Washington, Room 260
Phoenix, AZ 85007

http://azppse.state.az.us/student_info/compliance.asp (procedure)

http://azppse.state.az.us/UserFiles/PDF/complaint_form.pdf (form)

Arkansas

Arkansas Higher Education Coordinating Board
Arkansas Department of Higher Education
114 East Capitol Avenue
Little Rock, AR 72201

ADHE_Info@adhe.edu

<http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/Delores/APPENDIX%20J%20Student%20Grievance%20complaint%20process%20%20new.pdf>

Arkansas State Board of Private Career Education
501 Woodlane, Suite 3125
Little Rock, AR 72201

sbpce@arkansas.gov

http://www.sbpce.org/complaint_process.html

California

California Bureau for Private Postsecondary Education
PO Box 980818
West Sacramento, CA 95798-0818

bppe@dca.ca.gov

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

http://www.bppe.ca.gov/forms_pubs/complaint.pdf (form)

Colorado

Colorado Department of Higher Education
1560 Broadway, Suite 1600
Denver, CO 80202

<http://highered.colorado.gov/Academics/Complaints/default.html> (procedure)

<http://higher.ed.colorado.gov/Academics/Complaints/FileComplaint.asp> (form)

Connecticut

Connecticut Department of Higher Education
61 Woodland Street Hartford, CT 06105-2326

info@ctdhe.org

<http://www.ctdhe.org/POSA/pdf/CP2ComplaintForm.pdf>

Connecticut Department of Consumer Protection
165 Capitol Avenue, Room 110
Hartford, CT 06106
Consumer Complaint Hotline: (800) 842-2649

trade.practices@ct.gov

http://www.ct.gov/dcp/lib/dcp/Consumer_Statement_CPF2-2.pdf

Delaware

Delaware Department of Education
Higher Education Office
John G. Townsend Building
401 Federal St.
Dover, DE 19901
Email: dheo@doe.k12.de.us
Toll-free: 1-800-292-7935

Delaware Attorney General
Consumer Protection Wilmington:
820 North French Street 5th floor
Wilmington, DE 19801
Consumer Protection Hotline: (800) 220-5424

consumer.protection@state.de.us

<http://www.attorneygeneral.delaware.gov/consumers/protection/complaint.shtml> (procedure)

<http://www.attorneygeneral.delaware.gov/media/pdf/complaintform.pdf> (form)

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/service/public-complaints> (procedure)

http://osse.dc.gov/sites/default/files/dc/sites/osse/publication/attachments/complaint_form_4_11.pdf (form)

Florida

Florida Department of Education
Commission for Independent Education
325 West Gaines Street, Suite 1414
Tallahassee, FL 32399-0400

Commissioner@fldoe.org

<http://www.fldoe.org/cie/complaint.asp>

Georgia

Georgia Nonpublic Postsecondary Education Commission
2082 East Exchange Place, Suite 220
Tucker, GA 30084-5305

<http://rules.sos.state.ga.us/docs/392/5/06.pdf>

Hawaii

State of Hawaii Department of Commerce & Consumer Affairs
Office of Consumer Protection
235 South Beretania St, Room 801
Honolulu, HI 96813-2419

ocp@dcca.hawaii.gov

http://hawaii.gov/dcca/ocp/consumer_complaint/Complaint%20Form%20-%20Instruction.pdf
(procedure)

http://hawaii.gov/dcca/ocp/consumer_complaint/complaint-form-web-2009.pdf (form)

Idaho

(Idaho) State Board of Education
Attn: State Coordinator for Private Colleges and Proprietary Schools
650 West State Street
PO Box 83720
Boise, ID 83720-0037

Phone: (208)332-1587

harv.lyter@osbe.idaho.gov

http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp (procedure)
(must request instructions and form via phone, email, or mail)

Illinois

Illinois Board of Higher Education
431 East Adams Street, 2nd Floor
Springfield, IL 62701-1404
Institutional Complaint Hotline: (217) 557-7359

info@ibhe.org

<http://www.ibhe.org/consumerInfo/complaint.htm>

Illinois State Board of Education
100 North 1st Street
Springfield, IL 62777

<http://webprod1.isbe.net/contactisbe/> (general contact form)

Illinois Attorney General
Consumer Fraud Bureau
500 South Second Street
Springfield, IL 62706

Consumer Fraud Hotline: (800) 243-0618

http://www.illinoisattorneygeneral.gov/about/email_consumers.jsp (procedure)

<http://www.illinoisattorneygeneral.gov/consumers/conscomp.pdf> (form)

Indiana

Indiana Commission on Proprietary Education
Attn: Director of Regulatory Compliance
302 West Washington Street, Room E201
Indianapolis IN 46204

<http://www.in.gov/cpe/2329.htm> (procedure)

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

Iowa

Iowa College Student Aid Commission
603 East 12th Street, 5th Floor
Des Moines, IA 50319

info@iowacollegeaid.gov

<https://apps.iowacollegeaid.gov/marketing/docs/constituentrequestform.pdf>

Kansas

Kansas Board of Regents
1000 Southwest Jackson Street, Suite 520
Topeka, KS 66612-1368

<http://www.kansasregents.org/resources/PDF/524-ComplaintProcedureandForm.pdf>

Kentucky

Kentucky Board for Proprietary Education
911 Leawood Drive
Frankfort, KY 40601-3319

<http://bpe.ky.gov/Student%20Documents/Form%20to%20File%20a%20Complaint.pdf>

Kentucky Council on Postsecondary Education
1024 Capital Center Drive, #320
Frankfort, KY 40601-7512

<http://cpe.ky.gov/policies/academicpolicies/licensure.htm>

Office of the Attorney General
Capitol Suite 118
700 Capitol Avenue
Frankfort, KY 40601-3449

consumer.protection@ag.ky.gov

http://www.ag.ky.gov/NR/rdonlyres/19D2FEF3-0666-49B5-A184-38006DA45B2C/0/complaint_gen.pdf

Louisiana

Louisiana Board of Regents
PO Box 3677
Baton Rouge, LA 70821-3677

<http://regents.louisiana.gov/assets/docs/ProprietarySchools/StudentComplaintProcedure.pdf>

Maine

Due Process Office
Maine Department of Education
Special Services Team
23 State House Station
Augusta, ME 04333-0023

<http://www.hsllda.org/laws/regulations/Complaint.pdf>

Maine Attorney General
Consumer Protection Division
6 State House Station

Augusta, ME 04333

http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml

Maryland

Maryland Higher Education Commission
839 Bestgate Road, Suite 400
Annapolis, MD 21401-3013

<http://www.mhec.state.md.us/career/pes/gripe.asp> (procedure)

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

Maryland Attorney General
Consumer Protection Division
200 Street Paul Place
Baltimore, MD 21202

Consumer Protection Hotline: (410) 528-8662

consumer@oag.state.md.us

<http://www.oag.state.md.us/Consumer/complaint.htm>

<https://web.oag.state.md.us/editor/customer/onlineformhelpers/formviewer.aspx?filename=MUGeneral.htm>

Massachusetts

Massachusetts Board of Higher Education
One Ashburton Place, Room 1401
Boston, MA 02108

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

<http://www.mass.edu/forstudents/complaints/complaintform.asp> (form)

Michigan

Michigan Department of Labor & Economic Growth
Office of Postsecondary Services, Proprietary School Unit
201 N. Washington Square
Lansing, MI 48913

<http://www.michiganps.net/complaint.aspx>

Minnesota

Minnesota Office of Higher Education
1450 Energy Park Drive, Suite 350
St. Paul, MN 55108-5227
(651)259-3975 or 1(800)657-3866

info.ohe@state.mn.us

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

Minnesota Attorney General's Office
1400 Bremer Tower
445 Minnesota Street
St. Paul, MN 55101

<http://www.ag.state.mn.us/ElectronicForms/ComplaintForm.pdf>

Mississippi

Mississippi Commission on College Accreditation
3825 Ridgewood Road
Jackson, MS 39211-6453

www.mississippi.edu/mcca/ (MCCA website)

<http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf> (instructions & form)

Consumer Protection Division
Office of the Attorney General
State of Mississippi
PO Box 22947
Jackson, Mississippi 39225-2947

<http://www.ago.state.ms.us/index.php/contact> (general contact form)

http://www.ago.state.ms.us/images/uploads/forms/MSAGO_Complaint_Form.pdf (general complaint form)

Missouri

Missouri Department of Higher Education
205 Jefferson Street

PO Box 1469
Jefferson City, MO 65102-1469
(573)526-1577
info@dhe.mo.gov

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

Montana

Montana Board of Regents
Office of the Commissioner of Higher Education
Montana University System
2500 Broadway Street
PO Box 203201
Helena, MT 59620-3201
(406) 444-6570

Montana Office of Consumer Protection
2225 11th Avenue
PO Box 200151
Helena, MT 59620-0151
contactocp@mt.gov

<https://doj.mt.gov/consumer/consumer-complaints/>

Nebraska

Nebraska Department of Education Investigations Office
301 Centennial Mall South
PO Box 98987
Lincoln, NE 68509-4987

<http://www.education.ne.gov/PPCS/PDF%20Folders/PDF%20Documents/PPCS%20Forms/Complaint-form.pdf>

Nebraska Coordinating Commission for Postsecondary Education
PO Box 95005
Lincoln, NE 68509-5005

Nebraska Attorney General Consumer Protection Division
2115 State Capitol Parkway
Lincoln, NE 68509
Consumer Protection Hotline: (800) 727-6432

<http://www.ago.ne.gov/complaint>

http://www.ago.state.ne.us/consumer/emailforms/consumer_complaint.htm

Nevada

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

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

New Hampshire

New Hampshire Division of Higher Education
Higher Education Commission
3 Barrell Court, #300
Concord, NH 03301-8531

<http://www.education.nh.gov/highered/>

<http://www.education.nh.gov/legislation/hearings.htm#highered>

New Jersey

NJ Commission on Higher Education
PO Box 542
Trenton, NJ 08625-0542
Phone: 609-292-4310
nj_che@che.state.nj.us

New Jersey Department of Labor and Workforce Development
Office of oversight and Compliance
PO Box 055
Trenton, NJ 08625-0055

http://lwd.dol.state.nj.us/labor/forms_pdfs/edtrain/Conflict%20Resolution%20Questionnaire.pdf

New Jersey Office of the Attorney General
Division of Consumer Affairs
124 Halsey Street
Newark, NJ 07102

<http://www.nj.gov/oag/ca/complaint/ocp.pdf>

AskConsumerAffairs@lps.state.nj.us

New Mexico

New Mexico Higher Education Department
2048 Galisteo Street
Santa Fe, NM 87505
(505) 476-8400

<http://www.hed.state.nm.us/Complaint.aspx>

New York

New York State Education Department
Office of College and University Evaluation
5 North Mezzanine
Albany, NY 12234
ocueinfo@mail.nysed.gov

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

<http://www.highered.nysed.gov/ocue/COMPLAINTFORM.pdf> (form)

New York State Department of State
Division of Consumer Protection Consumer Assistance Unit 5
Empire State Plaza, Suite 2101
Albany, NY 12223-1556

<http://www.dos.ny.gov/consumerprotection/>

<https://www.dos.ny.gov/consumerprotection/form/complaintform.asp>

North Carolina

Board of Governors for the University of North Carolina
Post-Secondary Education Complaints
c/o Assistant Director of Licensure and Workforce Studies
University of North Carolina General Administration
910 Raleigh Road
Chapel Hill, NC 27515-2688
(919) 962-4558
studentcomplaint@northcarolina.edu

North Carolina Community College System
200 West Jones Street
Raleigh, North Carolina 27603
(919) 807-7100

http://www.nccommunitycolleges.edu/PROPRIETARY_SCHOOLS/complaints.htm

North Carolina Department of Justice
Attorney General's Office of Consumer Protection
9001 Mail Service Center
Raleigh, NC 27699-9001

<http://www.ncdoj.gov/getdoc/59be4357-41f3-4377-b10f-3e8bd532da5f/Complaint-Form.aspx>

<http://www.ncdoj.gov/getdoc/b92bda56-ef5b-4bad-8717-854c28b27438/Consumer-Complaint-Form.aspx>

North Dakota

Currently complaints are filed with CTE and are then handed to the Attorney General. That policy is currently under review and revision.

North Dakota State Board for Career and
Technical Education
State Capitol - 15th Floor
600 E. Boulevard Ave. Dept. 270
Bismarck, ND 58505- 0610
cte@nd.gov

Office of Attorney General
Consumer Protection & Antitrust Division
Gateway Professional Center
1050 East Interstate Ave. Ste. 200
Bismarck, ND 58503-5574
(701)328-5570
<http://www.ag.state.nd.us/cpat/PDFFiles/SFN7418.pdf>

Ohio

Ohio State Board of Career Colleges and Schools
30 East Broad Street, Suite 2481
Columbus, OH 4321
Toll Free (877) 275-4219
bpsr@scr.state.oh.us
<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

<http://scr.ohio.gov/LinkClick.aspx?fileticket=%2bwaKHWPRAH8%3d&tabid=68> (form)

Ohio Attorney General Consumer Protection Section
30 East Broad Street, 14th Floor
Columbus, OH 43215-3400

<http://www.ohioattorneygeneral.gov/consumercomplaint>

Oklahoma

Oklahoma State Regents for Higher Education
Academic Affairs Office
655 Research Parkway, Suite 200
Oklahoma City, OK 73104
(405) 225-9100

<http://www.okhighered.org/index.shtml>

Oklahoma Department of Career and Technology Education
1500 West 7th Avenue,
Stillwater, OK 74074
(405) 743-5108

Oklahoma Board of Private Vocational Schools
3700 Classen Boulevard, Suite 250,
Oklahoma City, OK 73118

Consumer Protection Unit
Attn: Investigative Analyst
313 North East 21st Street
Oklahoma City, OK 73105

<http://www.oag.state.ok.us/oagweb.nsf/ccomp.html> (instructions)

<http://www.oag.state.ok.us/consumer/complt.nsf/complaint.html> (online form)

[http://www.oag.state.ok.us/oagweb.nsf/0/dd237d83d9509cff862572b400738e40/\\$FILE/complaint%20form%2020111012.pdf](http://www.oag.state.ok.us/oagweb.nsf/0/dd237d83d9509cff862572b400738e40/$FILE/complaint%20form%2020111012.pdf)

Oregon

(All complaints about schools under our regulatory jurisdiction or an exempt status approved by this office are handled by ODA staff. Complaints about exempt schools are referred to the Attorney General's office.)

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

<http://www.osac.state.or.us/oda/about.html>

Oregon Attorney General
Financial Fraud/Consumer Protection Section
1162 Court Street NE
Salem, OR 97301-4096

<http://www.doj.state.or.us/finfraud/pdf/concompform.pdf>

Pennsylvania

Pennsylvania Department of Education
Division of Higher & Career Education
333 Market Street
Harrisburg, PA 17126-0333
(717) 783.8228

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

Office of Attorney General
Bureau of Consumer Protection
14th Floor, Strawberry Square
Harrisburg, PA 17120

http://www.attorneygeneral.gov/uploadedFiles/Complaints/BCP_Complaint_Form.pdf

Puerto Rico

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

http://www.gobierno.pr/NR/rdonlyres/F15F15DF-A8C1-4341-A752-4490FF6791A3/0/REGLAMENTO_EN_INGLES_OTORGAMIENTO_DE_LICENCIAS_A_IE_S_DE_PR.pdf (Chapter XIII, page 128)

Puerto Rico Department of Justice
PO 9020192
San Juan, PR 00902-0192 00902-0192

Rhode Island

Rhode Island Board of Governors for Higher Education
80 Washington Street – Shepard Building
Providence, RI 02903
(401) 456-6000
<http://www.ribghe.org/>

Rhode Island Department of Attorney General
Consumer Protection Unit
150 South Main Street
Providence, RI 02903
(401) 274-4400

<http://www.riag.state.ri.us/documents/consumer/ConsumerComplaintForm.pdf>

South Carolina

South Carolina Commission on Higher Education
Nonpublic Postsecondary Institution Licensing
1333 Main Street, Suite 200
Columbia, SC 29201
(803) 737-2260

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

South Dakota

South Dakota Board of Regents
306 East Capitol Ave, Suite 200
Pierre, SD 57501-2545

South Dakota Office of Attorney General
Division of Consumer Protection
1302 E Hwy 14, Suite 3
Pierre, SD 57501-8053
1-800-300-1986 (In-State)

<http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx> (online form)

<http://atg.sd.gov/LinkClick.aspx?fileticket=L5Dh6iu6HRY%3d&tabid=443> (to download or print)

Tennessee

Tennessee Higher Education Commission
404 James Robertson Parkway, Suite 1900
Nashville, TN 37243
(615) 741-3605

<http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/Complaint%20Form.rtf>

Texas

Texas Workforce Commission
Career Schools and Colleges
101 East 15th Street, Room 226-T
Austin, TX 78778-0001

<http://www.twc.state.tx.us/svcs/propschools/ps401a.pdf>

Texas Higher Education Coordinating Board
Academic Affairs and Research
P.O. Box 12788
Austin, TX 78711

<http://www.theccb.state.tx.us/reports/PDF/1904.PDF?CFID=4217188&CFTOKEN=80256085>
(FAQ #23)

Office of the Attorney General
Consumer Protection Division
PO Box 12548
Austin, TX 78711-2548

<https://www.oag.state.tx.us/consumer/complaintform.pdf>

Utah

Utah Division of Consumer Protection
160 East 300 South
Salt Lake City, UT 84111

consumerprotection@utah.gov
<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/new/pdfdoc/pgm_postsecondary/EDU-Complaint_Resolution_Statement_for_Postsecondary_Education_Matters.pdf

The State of Vermont
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

<http://www.atg.state.vt.us/issues/consumer-protection.php>

Virginia

State Council of Higher Education for Virginia
101 North 14th Street
James Monroe Building, 9th Floor
Richmond, VA 23219

communications@schev.edu

<http://www.schev.edu/students/studentcomplaintProcess.asp> (procedure)

<http://www.schev.edu/students/StudentComplaintFormT.asp> (online form)

Washington

Washington Higher Education Coordinating Board
PO Box 43430
Olympia, WA 98504-3430

dainfo@hecb.wa.gov

<http://www.hecb.wa.gov>

Washington Workforce Training and Education Coordinating Board
PO Box 43105
Olympia, WA 98504-3105

http://www.wtb.wa.gov/PCS_Complaints.asp (instructions & link to form)

Washington State Office of the Attorney General

1125 Washington Street SE

PO Box 40100

Olympia, WA 98504-0100

<https://fortress.wa.gov/atg/formhandler/ago/ContactForm.aspx?subject=Consumer%20Protection>

<https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx>

West Virginia

West Virginia Higher Education Policy Commission

1018 Kanawha Blvd East, Suite 700

Charleston, WV 25301-2800

http://wvhepcnew.wvnet.edu/index.php?option=com_content&task=view&id=224&Itemid=0

State of West Virginia Office of the Attorney General

Consumer Protection Division

PO Box 1789

Charleston, WV 25326-1789

(800) 368-8808

<http://www.wvago.gov/pdf/complaint-form-instructions2010.pdf> (instructions)

<http://www.wvago.gov/pdf/general-consumer-complaint-form.pdf> (form)

Wisconsin

Wisconsin Educational Approval Board

30 W. Mifflin Street, 9th Floor

PO Box 8696

Madison, WI 53708

eabmail@eab.state.wi.us

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

Wyoming

Wyoming Department of Education

2300 Capitol Avenue Hathaway Building, 2nd Floor

Cheyenne, WY 82002-0050

Attorney General's Office

123 Capitol Building

200 W. 24th Street

Cheyenne, WY 82002

(800) 438-5799

<http://attorneygeneral.state.wy.us/PDF/ComplaintForm.pdf>

The Higher Learning Commission

230 South LaSalle Street, Suite 7-500

Chicago, Illinois 60604-1413

Information on complaints process: <http://www.ncahlc.org/Information-for-the-Public/complaints.html>

E-mail: complaints@hlcommission.org

Michigan Department of Licensing and Regulatory Affairs

P.O. Box 30220

Lansing, MI 48909-7720

Information on complaints process: http://www.michigan.gov/lara/0,4601,7-154-10401_10401_10401-279166--,00.html