

# Student Complaint Information by State Agency

April 2024

<b>State</b>	<b>Agency Name</b>	<b>Link to and/or Information about Complaint Process</b>
Alabama	Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning	Complaints for out-of-state institutions are referred to the Alabama Department of Postsecondary Education (ADPE) for response. Please see the ADPE link below. For in-state institutions, contacts are posted to the ACHE website at <a href="https://www.ache.edu/wp-content/Sara/StudentComp.pdf">https://www.ache.edu/wp-content/Sara/StudentComp.pdf</a>
Alaska	Alaska Commission on Postsecondary Education	PO Box 110505 Juneau, AK 99811-0505 <a href="mailto:EED.ACPE-IA@alaska.gov">EED.ACPE-IA@alaska.gov</a> <a href="https://acpe.alaska.gov/IA">https://acpe.alaska.gov/IA</a>
Arizona	Arizona State Board for Private Postsecondary Education	1400 W. Washington Street, Room 260, Phoenix, AZ 85007 <a href="https://ppse.az.gov/student-complaint-procedure">https://ppse.az.gov/student-complaint-procedure</a>
Arkansas	Arkansas Department of Higher Education	423 Main Street, Suite 400 Little Rock, AR 72201 <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> 501-371-2060
	Arkansas State Board of Private Career Education	423 Main Street Little Rock, AR 72201 <a href="mailto:sbpce@arkansas.gov">sbpce@arkansas.gov</a> <a href="http://www.sbpce.arkansas.gov/complaint-process">http://www.sbpce.arkansas.gov/complaint-process</a>
California	Bureau for Private Postsecondary Education	1625 North Market Blvd., Suite N-112 Sacramento, California 95834 Telephone: (833) 942-1120 <a href="https://www.dca.ca.gov/consumers/complaints/oos_students.shtml">https://www.dca.ca.gov/consumers/complaints/oos_students.shtml</a> <a href="mailto:dca@dca.ca.gov">dca@dca.ca.gov</a>
Colorado	Colorado Department of Higher Education	1560 Broadway, Suite 1600 Denver, Colorado 80202 <a href="http://higher.ed.colorado.gov/Academics/Complaints/default.html">http://higher.ed.colorado.gov/Academics/Complaints/default.html</a>
	Division of Private Occupational Schools	1560 Broadway, Suite 1600 Denver, Colorado 80202 <a href="https://cdhe.colorado.gov/students/how-do-i/file-a-student-complaint">https://cdhe.colorado.gov/students/how-do-i/file-a-student-complaint</a>
Connecticut	Connecticut Office of Higher Education	450 Columbus Blvd., Suite 510, Hartford, CT 06103-1841 860-947-1800, <a href="mailto:info@ctdhe.org">info@ctdhe.org</a> <a href="http://www.ctohe.org/POSA/StudentInfo.shtml#Complaint">http://www.ctohe.org/POSA/StudentInfo.shtml#Complaint</a>
	Connecticut Department of Consumer Protection	165 Capitol Avenue, Room 110, Hartford CT 06106 <a href="mailto:trade.practices@ct.gov">trade.practices@ct.gov</a> <a href="https://portal.ct.gov/dcp/complaint-center/consumers---complaint-center">https://portal.ct.gov/dcp/complaint-center/consumers---complaint-center</a>
Delaware	Delaware Higher Education Office	The Townsend Building 401 Federal Street, Suite 2, Dover, DE 19901 <a href="mailto:dheo@doe.k12.de.us">dheo@doe.k12.de.us</a>
	Delaware Attorney General	Consumer Protection Wilmington: 820 N. French Street 5th floor Wilmington, DE 19801 <a href="mailto:consumer.protection@state.de.us">consumer.protection@state.de.us</a> <a href="http://attorneygeneral.delaware.gov/contact/">http://attorneygeneral.delaware.gov/contact/</a>
District of Columbia	Education Licensure Commission	Higher Education Licensure Commission - 2nd Floor Columbia 810 First Street, NE Washington, DC 20002 <a href="https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints">https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints</a>
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Florida	Commission for Independent Education- Department of Education	325 W. Gaines Street, Suite 1414 Tallahassee, FL 32399-0400 <a href="https://www.fldoe.org/schools/higher-ed/fl-college-system/about-us/concerns-complaints.stml">https://www.fldoe.org/schools/higher-ed/fl-college-system/about-us/concerns-complaints.stml</a>

Georgia	Nonpublic Postsecondary Education Commission	2082 E. Exchange Pl. #220, Tucker, GA 30084-5305 <a href="https://gnpec.georgia.gov/student-resources/complaints-against-institution/gnpec-complaint-rules">https://gnpec.georgia.gov/student-resources/complaints-against-institution/gnpec-complaint-rules</a>
Hawaii	Hawaii Post-Secondary Education Authorization Program	<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	PO Box 83720, Boise, ID 83720-0037 <a href="https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/">https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/</a>
Illinois	Illinois Board of Higher Education	1 N. Old State Capitol Plaza, Suite 333 Springfield, Illinois 62701-1377 Institutional Complaint Hotline: (217) 557-7359 <a href="mailto:info@ibhe.org">info@ibhe.org</a> <a href="https://www.ibhe.org/sara.html">https://www.ibhe.org/sara.html</a>
Indiana	Indiana Commission for Higher Education	Attn.: Complaints 101 West Ohio Street, Suite 300 Indianapolis, IN 46204-1984 <a href="mailto:complaints@che.in.gov">complaints@che.in.gov</a> <a href="http://www.in.gov/che/2744.htm">http://www.in.gov/che/2744.htm</a>
Iowa	Iowa College Student Aid Commission	430 E. Grand Ave., 3rd Floor, Des Moines, IA 50309-1920 <a href="mailto:info@iowacollegeaid.gov">info@iowacollegeaid.gov</a> <a href="https://www.iowacollegeaid.gov/content/constituent-request-review">https://www.iowacollegeaid.gov/content/constituent-request-review</a>
Kansas	Kansas Board of Regents	1000 SW Jackson Street, Suite 520, Topeka, KS 66612-1368 <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	Kentucky Council on Postsecondary Education	<a href="http://cpe.ky.gov/campuses/consumer_complaint.html">http://cpe.ky.gov/campuses/consumer_complaint.html</a>
	Kentucky Commission on Proprietary Education	1024 Capital Center Dr. #320 Frankfort, KY 40601-7512 <a href="mailto:cpeconsumercomplaint@ky.gov">cpeconsumercomplaint@ky.gov</a> <a href="http://cpe.ky.gov/campuses/consumer_complaint.html">http://cpe.ky.gov/campuses/consumer_complaint.html</a>
Louisiana	Louisiana Board of Regents	<a href="https://www.laregents.edu/sara/">https://www.laregents.edu/sara/</a> PO Box 3677, Baton Rouge, LA 70821-3677 <a href="http://www.regents.la.gov/page/StudentComplaints">http://www.regents.la.gov/page/StudentComplaints</a>
	Louisiana Attorney General Office, Consumer Protection Section	PO Box 94005, Baton Rouge, LA 70804-9005 <a href="mailto:ConsumerInfo@ag.state.la.us">ConsumerInfo@ag.state.la.us</a> , 1-800-351-4889, 225-326-6465 <a href="https://www.lsba.org/BarGovernance/SectionInfo.aspx?Committee=c3336b62-2826-48c3-bb65-989464ac705c">https://www.lsba.org/BarGovernance/SectionInfo.aspx?Committee=c3336b62-2826-48c3-bb65-989464ac705c</a>

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Maine	Maine Department of Education	<a href="http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml">http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml</a> 23 State House Station Augusta, ME 04333-0023 Ángel Martínez Loredó, Higher Education Specialist 207-624-6846
	Maine Attorney General, Consumer Protection Division	6 State House Station Augusta, ME 04333 <a href="http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml">http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml</a>
Maryland	Maryland Higher Education Commission	6 North Liberty Street, 10th Floor, Baltimore, MD 21201 (410) 767-3041 <a href="http://mhec.maryland.gov/institutions_training/Pages/career/pcs/complaint.aspx">http://mhec.maryland.gov/institutions_training/Pages/career/pcs/complaint.aspx</a>
	Office of the Attorney General, Consumer Protection Division	200 St. Paul Place, Baltimore, MD 21202 Consumer Protection Hotline: (410) 528-8662 <a href="mailto:consumer@oag.state.md.us">consumer@oag.state.md.us</a> <a href="https://www.marylandattorneygeneral.gov/Pages/CPD/default.aspx">https://www.marylandattorneygeneral.gov/Pages/CPD/default.aspx</a>
Massachusetts	Massachusetts Board of Higher Education	One Ashburton Place Room 1401 Boston, MA 02108 <a href="http://www.mass.edu/forstufam/complaints/complaints.asp">http://www.mass.edu/forstufam/complaints/complaints.asp</a>
Michigan	Michigan Department of Licensing and Regulatory Affairs	Corporations, Securities & Commercial Licensing Bureau Administrative Services Section-Complaint Intake P.O. Box 30018, Lansing, MI 48909 <a href="https://www.michigan.gov/lara/bureau-list/cscl/complaints">https://www.michigan.gov/lara/bureau-list/cscl/complaints</a>
Minnesota	Minnesota Office of Higher Education	1450 Energy Park Drive, Suite 350, St. Paul, MN 55108-5227 <a href="http://www.ohe.state.mn.us/mPg.cfm?pageID=1078">http://www.ohe.state.mn.us/mPg.cfm?pageID=1078</a>
Mississippi	Mississippi Commission on College Accreditation	3825 Ridgewood Road, Jackson, MS 39211-6453 <a href="http://www.mississippi.edu/mcca/student_complaint_process.asp">http://www.mississippi.edu/mcca/student_complaint_process.asp</a>
	Commission on Proprietary School and College Registration	PO Box 22947, Jackson, MS 39225-2947 <a href="http://www.ago.state.ms.us/forms/complaint-form/">http://www.ago.state.ms.us/forms/complaint-form/</a>
Missouri	Missouri Department of Higher Education	205 Jefferson Street, PO Box 1469 Jefferson City, MO 65102-1469 info@dhe.mo.gov Policy: <a href="http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf">http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf</a>
Montana	Montana Board of Regents Office of Commissioner of Higher Education	Montana University System 2500 Broadway Street PO Box 203201 Helena, MT 59620-3201 <a href="https://mus.edu/MUS-Statement-of-Complaint-Process.asp">https://mus.edu/MUS-Statement-of-Complaint-Process.asp</a>
	Montana Office of Consumer Protection	555 Fuller Avenue Helena, MT 59601-3394 PO Box 200151 Helena, MT 59620-0151 <a href="mailto:contactocp@mt.gov">contactocp@mt.gov</a> <a href="https://dojmt.gov/consumer/">https://dojmt.gov/consumer/</a>
Nebraska	Nebraska Attorney General, Consumer Protection Division	2115 State Capitol, Lincoln, NE 68509 Consumer Protection Hotline: (800) 727-6432 <a href="https://protectthegoodlife.nebraska.gov/file-consumer-complaint">https://protectthegoodlife.nebraska.gov/file-consumer-complaint</a>
	Nebraska Coordinating Commission for Postsecondary Education	PO Box 95005, Lincoln, NE 68509-5005 <a href="https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions">https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions</a>
Nevada	Nevada Commission on Postsecondary Education	8778 S Maryland Parkway, Suite 115, Las Vegas, NV 89123 <a href="http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm">http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm</a>
New Hampshire	New Hampshire Higher Education Commission	101 Pleasant Street Concord, NH 03301 <a href="https://www.education.nh.gov/who-we-are/commissioner/complaints-and-concerns">https://www.education.nh.gov/who-we-are/commissioner/complaints-and-concerns</a>

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New Jersey	Office of the Secretary of Higher Education	20 West State Street 4th floor, PO Box 542 Trenton, NJ 08625-0542 <a href="http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml">http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml</a>
New Mexico	New Mexico Higher Education Department Private Postsecondary Schools Division	2044 Galisteo Street, Suite 4, Santa Fe, NM 87505-2100 <a href="https://hed.nm.gov/students-parents/student-complaints">https://hed.nm.gov/students-parents/student-complaints</a>
New York	Office of College and University Evaluation	New York State Education Department 89 Washington Avenue, Room 969EBA Albany, NY 12234 <a href="mailto:ocueinfo@mail.nysed.gov">ocueinfo@mail.nysed.gov</a> <a href="http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html">http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</a>
North Carolina	North Carolina Post-Secondary Education Complaints	University of North Carolina System Office 223 S. West Street, Suite 1800; Raleigh NC 27603, (919) 962-4550 <a href="https://www.northcarolina.edu/post-secondary-education-complaints/">https://www.northcarolina.edu/post-secondary-education-complaints/</a>
	Consumer Protection Division	Attorney General's Office Mail Service Center 9001 Raleigh, NC 27699-9001 (919) 716-6000 <a href="http://www.ncdoj.gov/complaint">http://www.ncdoj.gov/complaint</a>
North Dakota	North Dakota Consumer Protection Division	Office of Attorney General Consumer Protection Division Gateway Professional Center, 1050 E Interstate Ave. Suite 200 Bismarck, ND 58503-5574 <a href="https://attorneygeneral.nd.gov/consumer-resources/">https://attorneygeneral.nd.gov/consumer-resources/</a>
	North Dakota University System	600 E Boulevard Ave Dept 215 Bismarck, ND 58505-0230 <a href="mailto:ndus.office@ndus.edu">ndus.office@ndus.edu</a>
Ohio	Ohio Department of Higher Education	25 South Front Street, Columbus, OH43215-4183 <a href="https://highered.ohio.gov/students/current-college-students/student-complaints/student-complaints">https://highered.ohio.gov/students/current-college-students/student-complaints/student-complaints</a>
	Ohio Attorney General, Consumer Protection Section	30 E. Broad St., 14th Floor Columbus, OH 43215-3400 <a href="http://www.ohioattorneygeneral.gov/Files/Forms/Forms-for-Consumers/ConsumerComplaintForm3292012-pdf.aspx">http://www.ohioattorneygeneral.gov/Files/Forms/Forms-for-Consumers/ConsumerComplaintForm3292012-pdf.aspx</a>
Oklahoma	Oklahoma State Regents for Higher Education	655 Research Parkway, Suite 200 Oklahoma City, OK 73104 <a href="http://www.okhighered.org/current-college-students/complaints.shtml">http://www.okhighered.org/current-college-students/complaints.shtml</a>
	Oklahoma Office of the Attorney General, Consumer Protection Unit	Attn: Investigative Analyst 313 NE 21st Street, Oklahoma City, OK 73105 <a href="https://www.oag.ok.gov/complaints-tiplines">https://www.oag.ok.gov/complaints-tiplines</a>
Oregon	Office of Degree Authorization	255 Capitol St. NE, Third Floor, Salem, OR 97301 <a href="https://www.oregon.gov/highered/about/Pages/contact-us.aspx">https://www.oregon.gov/highered/about/Pages/contact-us.aspx</a>
	Oregon Attorney General	Financial Fraud/Consumer Protection Section 1162 Court St. NE, Salem, OR 97301-4096 <a href="http://www.doj.state.or.us/consumer/pdf/consumer_complaint.pdf">http://www.doj.state.or.us/consumer/pdf/consumer_complaint.pdf</a>
Pennsylvania	Department of Education	333 Market Street, 12th Floor, Harrisburg, PA 17126-0333 <a href="https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx">https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx</a>

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Rhode Island	Rhode Island Office of the Postsecondary Commissioner	RIHEEA Bldg., 560 Jefferson Blvd., Suite 100, Warwick, RI 02886 <a href="https://riopc.edu/policies/student-complaint-procedures/">https://riopc.edu/policies/student-complaint-procedures/</a>
	Rhode Island Department of Attorney General, Consumer Protection Unit	150 South Main Street, Providence, RI 02903 <a href="https://riag.ri.gov/consumerprotection">https://riag.ri.gov/consumerprotection</a>
South Carolina	South Carolina Commission on Higher Education	1122 Lady St., Suite 300 Columbia, SC 29201 803-737-2260 <a href="https://www.che.sc.gov/students-families-and-military/student-resources">https://www.che.sc.gov/students-families-and-military/student-resources</a>
South Dakota	Secretary of State (South Dakota Attorney General)	1302 E Hwy 14 Suite 3, Pierre, SD 57501-8053 <a href="http://consumer.sd.gov/complaintform.aspx">http://consumer.sd.gov/complaintform.aspx</a>
Tennessee	Tennessee Higher Education Commission	404 James Robertson Parkway, Suite 1900, Nashville, TN 37243 <a href="http://www.tn.gov/assets/entities/thec/attachments/ComplaintForm.pdf">http://www.tn.gov/assets/entities/thec/attachments/ComplaintForm.pdf</a>
Texas	Texas Workforce Commission	Career Schools and Colleges - Room 226-T 101 East 15th Street, Austin, TX 78778-0001 <a href="https://www.twc.texas.gov/agency/compact-texans">https://www.twc.texas.gov/agency/compact-texans</a>
	Texas Higher Education Coordinating Board	College Readiness and Success Division P.O. Box 12788 Austin, Texas 78711-2788
	Office of the Attorney General	Consumer Protection Division PO Box 12548, Austin, TX 78711-2548 <a href="https://www.texasattorneygeneral.gov/cpd/file-a-consumer-complaint">https://www.texasattorneygeneral.gov/cpd/file-a-consumer-complaint</a>
	Additional complaint information	<a href="https://www.twc.texas.gov/jobseekers/career-schools-colleges-students">https://www.twc.texas.gov/jobseekers/career-schools-colleges-students</a>
Utah	Utah Division of Consumer Protection	160 East 300 South, 2nd Floor P.O. Box 146704 Salt Lake City, Utah 84114-6704 <a href="http://consumerprotection.utah.gov/complaints/manual.html">http://consumerprotection.utah.gov/complaints/manual.html</a>
Vermont	Vermont Agency of Education	219 N. Main Street, Suite 402, Barre, VT 05641 <a href="mailto:aoe.edinfo@vermont.gov">aoe.edinfo@vermont.gov</a> <a href="http://education.vermont.gov/documents/postsecondary-program-complaint-resolution">http://education.vermont.gov/documents/postsecondary-program-complaint-resolution</a>
	Vermont Attorney General's Office	109 State Street, Montpelier, VT 05609-1001 <a href="https://www.uvm.edu/consumer/?Page=complaint.html">https://www.uvm.edu/consumer/?Page=complaint.html</a>
Virginia	State Council of Higher Education for Virginia	101 N. 14th St., James Monroe Building Richmond, VA 23219 <a href="https://www.schev.edu/students/resources/student-complaints">https://www.schev.edu/students/resources/student-complaints</a>
Washington	Washington Student Achievement Council	917 Lakeridge Way, SW, PO Box 43430 Olympia, WA 98504-3430 <a href="mailto:info@wsac.wa.gov">info@wsac.wa.gov</a> <a href="http://wsac.wa.gov/protecting-education-consumers">http://wsac.wa.gov/protecting-education-consumers</a>
	Washington Workforce Training and Education Coordinating Board	128 10th Avenue SW PO Box 43105 Olympia, WA 98504-3105 <a href="mailto:workforce@wtb.wa.gov">workforce@wtb.wa.gov</a> <a href="http://www.wtb.wa.gov/PCS_Complaints.asp">http://www.wtb.wa.gov/PCS_Complaints.asp</a>
West Virginia	West Virginia Higher Education Policy Commission	1018 Kanawha Blvd E., Ste 700 Charleston, WV 25301-2800 <a href="http://www.wvhpec.edu/wp-content/uploads/2014/06/Student-Complaint-Process-revised-3.pdf">http://www.wvhpec.edu/wp-content/uploads/2014/06/Student-Complaint-Process-revised-3.pdf</a>
	West Virginia Office of the Attorney General	Consumer Protection Division PO Box 1789 Charleston, WV 25326-1789 <a href="http://www.ago.wv.gov/consumerprotection/pages/default.aspx">http://www.ago.wv.gov/consumerprotection/pages/default.aspx</a>
Wisconsin	Wisconsin Educational Approval Board	431 Charmany Drive, Suite 102 Madison, WI 53719 <a href="https://www.nc-sara.org/agency/wisconsin-educational-approval-program">https://www.nc-sara.org/agency/wisconsin-educational-approval-program</a>

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Wyoming	Wyoming Department of Education	2300 Capitol Avenue, Hathaway Building, 2nd Floor Cheyenne, WY 82002-0050 <a href="https://edu.wyoming.gov/for-district-leadership/special-programs/dispute-resolution/">https://edu.wyoming.gov/for-district-leadership/special-programs/dispute-resolution/</a>
Puerto Rico	Puerto Rico Council on Higher Education	PO Box 19900, San Juan, PR 00918 <a href="http://www.ce.pr.gov">http://www.ce.pr.gov</a>
	Puerto Rico Department of Justice	PO Box 9020192, San Juan, PR 00902-0192 <a href="http://www.justicia.pr.gov/">http://www.justicia.pr.gov/</a>
Guam	Guam Department of Education	<a href="https://www.gdoe.net/">https://www.gdoe.net/</a> <a href="https://oagguam.org/">https://oagguam.org/</a>
Virgin Islands	Government of the United States Virgin Islands	Department of Education, Office of the Commissioner 1834 Kongens Gade St. Thomas, V.I. 00802 <a href="http://www.vide.vi/">http://www.vide.vi/</a>