

State Contact Information for Student Complaints

Students are encouraged to attempt to resolve complaints directly with their institution, but students may also use the following information to contact state agencies regarding complaints.

ALABAMA

Alabama Commission on Higher Education

P.O. Box 302000

Montgomery, AL 36130

334-242-1998

<http://www.ache.state.al.us/Content/Departments/NRI/NRI.aspx>

Alabama Community College System

P.O. Box 302130

Montgomery, AL 36130

334-293-4500

<https://www.accs.cc/index.cfm/school-licensure/complaints/>

ALASKA

Alaska Commission on Postsecondary Education

PO Box 110505

Juneau, AK 99811

907-465-6741

EED.ACPE-IA@alaska.gov

[http://acpe.alaska.gov/ABOUT US/Consumer Protection](http://acpe.alaska.gov/ABOUT_US/Consumer_Protection)

ARIZONA

Arizona State Board for Private Postsecondary Education

1400 West Washington Street, Room 260

Phoenix, AZ 85007

602-542-5709

<https://ppse.az.gov/complaint>

ARKANSAS

Arkansas Higher Education Coordinating Board

Arkansas Department of Higher Education

423 Main Street, Suite 400

Little Rock, AR 72201

501-371-2000

ADHE_Info@adhe.edu

<http://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/grievance-form>

Arkansas State Board of Private Career Education

501 Woodlane, Suite 312S

Little Rock, AR 72201
501-683-8000
sbpce@arkansas.gov
<http://sbpce.arkansas.gov/students/Pages/complaintProcess.aspx>

CALIFORNIA

Approved Institutions:
California Bureau of Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798
916-431-6959
bppe@dca.ca.gov
http://www.bppe.ca.gov/forms_pubs/complaint.pdf

Exempt Institutions:
Attorney General's Office
California Department of Justice
Attn: Public Inquiry Unit
P.O. Box 9044255
Sacramento, CA 94244
916-322-3360
http://ag.ca.gov/contact/complaint_form.php?cmplt=PL

COLORADO

Colorado Department of Higher Education
1560 Broadway, Suite 1600
Denver, CO 80202
303-862-3001
<http://highered.colorado.gov/Academics/Complaints/default.html>

Colorado Department of Higher Education – Division of Private Occupational Schools
1560 Broadway, Suite 1600
Denver, CO 80202
303-862-3001
<http://highered.colorado.gov/DPOS/Students/complaint.html>

CONNECTICUT

Connecticut Office of Financial and Academic Affairs for Higher Education
61 Woodland Street
Hartford, CT 06105
860-947-1800,
info@ctdhe.org
<http://www.ctohe.org/POSA/StudentInfo.shtml>

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_CPR-2.pdf

DELAWARE

Delaware Higher Education Office

John G. Townsend Building, Suite 2

Dover, DE 19901

302-735-4000

dheo@doe.k12.de.us

<http://www.doe.k12.de.us>

Delaware Attorney General

Consumer Protection Wilmington:

820 North French Street 5th floor

Wilmington, DE 19801

302-577-8600

consumer.protection@state.de.us

<http://attorneygeneral.delaware.gov/fraud/index.shtml>

DISTRICT OF COLUMBIA

District of Columbia Office of the State Superintendent of Education

Higher Education Licensure Commission

810 First Street NE, 2nd Floor

Washington, DC 20002

202-727-6436

<http://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints>

FLORIDA

Florida Commission for Independent Education

325 West Gaines Street, Suite 1414

Tallahassee, FL 32399-0400

850-245-0505

<http://www.fldoe.org/policy/cie/file-a-complaint.stml>

GEORGIA

Georgia Nonpublic Postsecondary Education Commission

2082 E. Exchange Pl. #220

Tucker, GA 30084-5334

770-414-3300

<http://gnpec.org/consumer-resources/>

HAWAII

Hawaii Postsecondary Education Authorization Program

P.O. Box 541

Honolulu, Hawaii 96809

808-586-7327

hpeap@dcca.hawaii.gov

<http://cca.hawaii.gov/hpeap/student-complaint-process/>

Hawaii Department of Education

1390 Miller St.

Honolulu, HI 96813

808-586-3230

<http://www.hawaiipublicschools.org/ConnectWithUs/ContactUs/Pages/Home.aspx>

Department of Commerce and Consumer Affairs

Office of Consumer Protection

808-587-4272

ocp@dcca.hawaii.gov

<http://cca.hawaii.gov/ocp/about/>

IDAHO

Idaho State Board of Education

Attn: State Coordinator for Private Colleges and Proprietary Schools

650 West State Street

P.O. Box 83720

Boise, ID 83720-0037

208-334-2270

https://boardofed.idaho.gov/priv_col_univ/student_complaint.asp

ILLINOIS

Board of Higher Education, Division of Academic Affairs

Illinois Board of Higher Education

1 North Old State Capitol Plaza

Suite 333

Springfield, IL 62701

Institutional Complaint Hotline: (217) 557-7359

complaints@ibhe.org

Board of Higher Education, Division of Private Business and Vocational Schools

Illinois Board of Higher Education

1 North Old State Capitol Plaza

Suite 333

Springfield, IL 62701

Institutional Complaint Hotline: (217) 557-7359

complaints@ibhe.org

tapia@ibhe.org

INDIANA

Commission for Higher Education, Indiana Board for Proprietary Education

101 W. Ohio Street, Suite 670

Indianapolis IN 46204

317-464-4400

complaints@che.in.gov

<http://www.in.gov/che/2744.htm>

Department of Workforce Development, Office of Career and Technical Schools
Complaint Adjudicator
DWD/Office of Career and Technical Schools
10 N. Senate Avenue, Suite 304
Indianapolis, IN 46204
800-891-6499
<http://www.in.gov/dwd/files/StudenComplaintForm.pdf>

IOWA

Iowa Student Aid Commission
430 E. Grand Ave., 3rd Floor
Des Moines, IA 50309
515-725-3400
info@iowacollegeaid.gov
<https://www.iowacollegeaid.gov/content/constituent-request-review>

KANSAS

Kansas Board of Regents
1000 SW Jackson Street, Suite 520
Topeka, KS 66612
785-296-3421
[http://www.kansasregents.org/academic affairs/private out of state/complaint process](http://www.kansasregents.org/academic%20affairs/private%20out%20of%20state/complaint%20process)

KENTUCKY

Kentucky Council on Postsecondary Education
1024 Capital Center Dr. #320
Frankfort, KY 40601
502-573-1555
sarah.levy@ky.gov

Kentucky Commission on Proprietary Education
500 Mero Street
Capital Plaza Tower, Room 302
Frankfort, KY 40601
502-564-3296, Extension 227
<http://www.bpe.ky.gov/Applications%20and%20Forms/Form%20to%20File%20a%20Complaint.pdf>

Office of the Attorney General
Capitol Suite 118, 700 Capitol Avenue,
Frankfort, KY 40601
888-432-9257
consumer.protection@ag.ky.gov
<http://ag.ky.gov/family/consumerprotection/complaints/Pages/default.aspx>

LOUISIANA

Louisiana Attorney General Office, Consumer Protection Section
P.O. Box 94005
Baton Rouge, LA 70804

ConsumerInfo@ag.state.la.us

225-326-6465

<http://www.ag.state.la.us/Home/ComplaintDocument>

Louisiana Board of Regents, Proprietary Schools

Attn: Nancy Beall or Dr. Larry Trembly

P.O. Box 3677

Baton Rouge, LA 70821

<http://www.regents.la.gov/assets/docs/2013/03/Board-of-Regents-SARA-Student-Complaint-Form.pdf>

Louisiana Board of Regents, Proprietary Schools

Attn: Carol Marabella

P.O. Box 3677

Baton Rouge, LA 70821

225-342-4253

<http://www.regents.la.gov/assets/docs/2013/03/Board-of-Regents-SARA-Student-Complaint-Form.pdf>

MAINE

Maine Department of Education

Anita Bernhardt - Complaints

23 State House Station

Augusta, ME 04333-0023

207-624-6600

Maine Attorney General

Consumer Protection Division

6 State House Station

Augusta, ME 04333

207-626-8800

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

MARYLAND

Maryland Higher Education Commission

6 North Liberty Street, 10th Floor

Baltimore, MD 21201

410-767-3388

<http://www.mhec.state.md.us/higherEd/acadAff/MHECStudentComplaintProcess.pdf>

Office of the Attorney General, Consumer Protection Division

200 St. Paul Place

Baltimore, MD 21202

Consumer Protection Hotline: 410-528-8662

consumer@oag.state.md.us

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

MASSACHUSETTS

Massachusetts Board of Higher Education

One Ashburton Place

Room 1401
Boston, MA 02108
617-994-6950

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

Massachusetts Division of Professional Licensure, Office of Private Occupational School Education
1000 Washington Street
Boston, MA 02118
617-727-7406

<http://www.mass.gov/ocabr/docs/dpl/complaint.pdf>

MICHIGAN

Michigan Department of Licensing and Regulatory Affairs, Bureau of Commercial Services, Licensing Division

Corporations, Securities & Commercial Licensing

Schools and Licensing

PO Box 30018

Lansing MI 48909

517-241-9223

http://www.michigan.gov/documents/lara/LCE-992_0715_494884_7.pdf

MINNESOTA

Minnesota Office of Higher Education

Registration and Licensing

1450 Energy Park Drive, Suite 350

St. Paul, MN 55108

651-259-3975

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

MISSISSIPPI

Mississippi Commission on College Accreditation

3825 Ridgewood Road

Jackson, MS 39211-6453

601-432-6372

<http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf>

Mississippi Community College Board, Commission of Proprietary Schools and College Registration

3825 Ridgewood Road

Jackson, MS 39211-6453

601-432-6185

<http://www.mccb.edu/pdfs/pg/PSComplaintForm.pdf>

Consumer Protection Division, Office of the Attorney General

P.O. Box 22947

Jackson, MS 39225-2947

601-359-3680

<http://www.ago.state.ms.us/index.php/contact>

<http://www.ago.state.ms.us/forms/complaint-form/>

MISSOURI

Missouri Department of Higher Education

205 Jefferson Street

P.O. Box 1469

Jefferson City, MO 65102-1469

573-751-2361

info@dhe.mo.gov

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

MONTANA

Montana Board of Regents, Office of Commissioner of Higher Education

Montana University System

2500 Broadway Street

P.O. Box 203201

Helena, MT 59620-3201

406-444-6570

Montana Office of Consumer Protection

2225 11th Avenue

P.O. Box 200151

Helena, MT 59620-0151

406-444-6570

contactocp@mt.gov

<http://mus.edu/MUS-Statement-of-Complaint-Process.asp>

NEBRASKA

Nebraska Coordinating Commission for Postsecondary Education

P.O. Box 95005

Lincoln, NE 68509-5005

402-471-2847

<https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions>

Nebraska Attorney General, Consumer Protection Division

2115 State Capitol

Lincoln, NE 68509

Consumer Protection Hotline: 800-727-6432

http://ago.nebraska.gov/forms/consumer_complaint

Nebraska Department of Education, Private Postsecondary Career Schools Investigations Office

301 Centennial Mall South

P.O. Box 98987

Lincoln, NE 68509-4987

402-471-2295

NEVADA

Nevada Commission on Postsecondary Education

3663 East Sunset Road, Suite 202

Las Vegas, NV 89120
702-486-7330

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

NEW HAMPSHIRE

*New Hampshire Department of Education, Division of Higher Education – Higher Education Committee
College & University Approvals*

Patricia Edes, New Hampshire Department of Education
101 Pleasant Street
Concord, NH 03301
603-271-0257

Patricia.Edes@doe.nh.gov

*New Hampshire Department of Education, Division of Higher Education – Higher Education Commission
Career School Licensing*

Kimberly Kenneally, New Hampshire Department of Education
101 Pleasant Street
Concord, NH 03301
603-271-6443

Kimberly.Kenneally@doe.nh.gov

NEW JERSEY

New Jersey Office of the Secretary of Higher Education

PO Box 542, Trenton, NJ 08625
609-292-4310

njhe@oshe.nj.gov

<http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>

New Jersey Division of Consumer Affairs

124 Halsey Street
Newark, New Jersey 07102
973-504-6200

<http://www.njconsumeraffairs.gov/Pages/File-a-Complaint.aspx>

*New Jersey Department of Labor and Workforce Development
Center for Occupational Employment Information*

Training Evaluation Unit

PO Box 057
Trenton, NJ 08625
609-292-2000

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

NEW MEXICO

New Mexico Higher Education Department

2048 Galisteo Street
Santa Fe, NM 87505
505-476-8400

<http://hed.state.nm.us/uploads/files/PPS/Overview/Complaint%20Form%20FY2014.doc>

NEW YORK

New York Office of College and University Evaluation

New York State Education Department

89 Washington Avenue, Room 969 EBA

Albany, NY 12234

518-474-1551

ocueinfo@mail.nysed.gov

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

New York Bureau of Proprietary School Supervision

New York State Education Department

116 West 32nd Street, 5th Floor

New York, NY 10001

212-643-4760

bpss@nysed.gov

<http://www.acces.nysed.gov/common/acces/files/bpss/ComplaintForm.pdf>

<http://www.acces.nysed.gov/common/acces/files/bpss/disclosure.pdf>

NORTH CAROLINA

Board of Governors for the University of North Carolina

Postsecondary Education Complaints, c/o Assistant Director of Licensure

University of North Carolina General Administration

910 Raleigh Road

Chapel Hill, NC 27514

919-962-4558

studentcomplaint@northcarolina.edu

North Carolina State Board of Proprietary Schools

200 West Jones St.

Raleigh, NC 27603

919-807-7061

<http://www.nccommunitycolleges.edu/proprietary-schools>

NORTH DAKOTA

North Dakota University System

Tanya Spilovoy, D. Ed., Director of Distance Education and State Authorization

1815 Schafer St., Ste. 202

Bismarck, ND 58501-1217

701-328-4102

tanya.spilovoy@ndus.edu

<http://www.ndus.edu/system/state-authorization/>

North Dakota Consumer Protection Division

Office of Attorney General

Parrell Grossman, Director, Consumer Protection Division

Gateway Professional Center, 1050 E Interstate Ave. Suite 200

Bismarck, ND 58503-5574

701-328-5570

<https://www.ag.nd.gov/CPAT/ConsumerComplaints.htm>

North Dakota Department of Career and Technical Education
State Capitol - 15th Floor
600 E. Boulevard Ave. Dept. 270
Bismarck, ND 58505-0610
701-328-3180
cte@nd.gov

OHIO

Ohio Department of Higher Education
25 South Front Street
Columbus, OH 43215
614-466-6000

Ohio Attorney General, Consumer Protection Section
30 E. Broad Street, 14th floor
Columbus, OH 43215
800-282-0515
<http://www.ohioattorneygeneral.gov/Files/Forms>

Ohio State Board of Career Colleges and Schools
30 East Broad Street, Suite 2481
Columbus, OH 43215
614-466-2752
<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

OKLAHOMA

Oklahoma State Regents for Higher Education
655 Research Parkway, Suite 200
Oklahoma City, OK 73104
405-225-9100
<http://www.okhighered.org/current-college-students/complaints.shtml>

Oklahoma Office of the Attorney General, Consumer Protection Unit
Attn: Investigative Analyst
313 NE 21st Street
Oklahoma City, OK 73105
405-521-3921
https://www.ok.gov/oag/Legal_Resources/Forms_and_Publications/

Oklahoma State Board of Private Vocational Schools
3700 Classen Boulevard, Suite 250
Oklahoma City, OK 73118
405-528-3370

OREGON

Oregon Higher Education Coordinating Commission

Office of Degree Authorization
775 Court Street NE, Salem, OR 97301
503-378-5690
<http://www.oregon.gov/HigherEd/Pages/complaints.aspx>

Oregon Attorney General
Financial Fraud/Consumer Protection Section
1162 Court Street NE
Salem, OR 97301
877-877-9392
http://www.doj.state.or.us/consumer/pdf/consumer_complaint.pdf

PENNSYLVANIA

*Pennsylvania Department of Education – Division of Higher & Career Education
Postsecondary and Adult Education*
333 Market Street
Harrisburg, PA 17126
717-783-8228
<http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#tab-1>

Office of Attorney General, Bureau of Consumer Protection
14th Floor, Strawberry Square
Harrisburg, PA 17120
800-441-2555
<https://www.attorneygeneral.gov/Quick Links/Pennsylvania Attorney General Complaint Forms/>

PUERTO RICO

Puerto Rico Council on Higher Education
P.O. Box 19900
San Juan, PR 00910
787-641-7100
<http://www.ce.pr.gov/>

Puerto Rico Department of Justice
P.O. Box 9020192
San Juan, PR 00902
202-353-1555
<https://www.justice.gov/actioncenter/submit-complaint>

RHODE ISLAND

Rhode Island Office of the Postsecondary Commissioner
RIHEAA Building
560 Jefferson Boulevard, Suite 100
Warwick, RI 02886
401-736-1100
<https://www.riopc.edu/form/ri-student-complaint/>

*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/homeboxes/Consumer.php>*

SOUTH CAROLINA

*South Carolina Commission on Higher Education
1122 Lady Street, Suite 300
Columbia, SC 29201
803-737-3918
http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf*

SOUTH DAKOTA

*South Dakota Secretary of State
State Capitol
500 East Capitol Avenue
Pierre, SD 57501
605-773-3537
sdsos@state.sd.us*

*South Dakota Office of Attorney General, Division of Consumer Protection
1302 East Hwy 14 Suite 3
Pierre, SD 57501
605-773-4400
<http://consumer.sd.gov/complaintform.aspx>*

TENNESSEE

*Tennessee Higher Education Commission
404 James Robertson Parkway, Suite 1900
Nashville, TN 37243
615-741-5293
<http://www.tn.gov/assets/entities/thec/attachments/ComplaintForm.pdf>*

TEXAS

*Texas Higher Education Coordinating Board
1200 East Anderson Lane
Austin, TX 78752
512-427-6101
<https://www1.thecb.state.tx.us/Apps/CRAFT/Home/Create>*

*Texas Office of the Attorney General, Consumer Protection Division
PO Box 12548
Austin, TX 78711
800-621-0508
<https://www.texasattorneygeneral.gov/cpd/file-a-consumer-complaint>*

Texas Workforce Commission

TWC Career Schools and Colleges

101 East 15th Street, Rm 226-T

Austin, TX 78778

512-936-3100

<http://www.twc.state.tx.us/partners/career-schools-colleges-forms-publications#complaints>

<http://www.twc.state.tx.us/jobseekers/career-schools-colleges-students>

UTAH

Utah Division of Consumer Protection

160 East 300 South

Salt Lake City, UT 84111

801-530-6601

consumerprotection@utah.gov

<http://consumerprotection.utah.gov/complaints/index.html>

VERMONT

Vermont Agency of Education, State Board of Education

120 State Street

Montpelier, VT 05620

802-479-1030

AOE.EdInfo@state.vt.us

<http://education.vermont.gov/postsecondary-approval>

Vermont Attorney General's Office

109 State Street

Montpelier, VT 05609

802-656-3183

<https://www.uvm.edu/consumer/?Page=complaint.html>

VIRGINIA

State Council of Higher Education for Virginia

101 North 14th Street, James Monroe Building

Richmond, VA 23219

804-371-2285

<http://www.schev.edu/index/students-and-parents/resources/student-complaints>

WASHINGTON

Washington Student Achievement Council

917 Lakeridge Way, P.O. Box 43430

Olympia, WA 98504

360-753-7800

complaints@wsac.wa.gov

<http://wsac.wa.gov/protecting-education-consumers>

Washington Workforce Training and Education Coordinating Board

128 10th Avenue SW

PO Box 43105
Olympia, WA 98504
360-709-4600
workforce@wtb.wa.gov
http://www.wtb.wa.gov/PCS_Complaints.asp

WEST VIRGINIA

West Virginia Higher Education Policy Commission
1018 Kanawha Blvd East, Suite 700
Charleston, WV 25301
304-558-2101
https://www.wvhepc.org/resources/Complaint_Process.pdf

West Virginia Office of the Attorney General, Consumer Protection Division
P.O. Box 1789
Charleston, WV 25326
304-558-8986
<http://www.ago.wv.gov/consumerprotection/Pages/default.aspx>

Community and Technical College System of West Virginia
1018 Kanawha Blvd. East, Suite 700
Charleston, WV 25301
304-558-0265
<http://www.wvctcs.org/index.php/2013-06-28-14-21-50/student-complaint-process>

WISCONSIN

Wisconsin Educational Approval Board
431 Charmany Drive, Suite 102
Madison, WI 53719
608-266-1996
eabmail@eab.wisconsin.gov
<http://eab.state.wi.us/resources/complaint.asp>

WYOMING

Wyoming Department of Education
2300 Capitol Avenue, Hathaway Building, 2nd Floor
Cheyenne, WY 82002
307-777-7675
<http://edu.wyoming.gov/downloads/schools/student-complaint-process.pdf>

Wyoming Attorney General's Office, Consumer Protection Unit
Kendrick Building
2320 Capitol Avenue
Cheyenne, WY 82002
307-777-8962
<http://ag.wyo.gov/cpu/consumer-complaints>