

State Contact Information for Student Complaints

Alabama:

Commission on Higher Education

Alabama Commission on Higher Education, P.O. Box 302000
Montgomery, AL 36130-2000
www.ache.state.al.us/federal-reg.pdf

Department of Postsecondary Education

Alabama Department of Postsecondary Education,
P.O. Box 302130 Montgomery,
AL 36130-2130
<http://www.accs.cc/complaintform.aspx>

Alaska:

Alaska Commission on Postsecondary Education

PO Box 110505 Juneau, AK 99811-0505 EED.ACPE-IA@alaska.gov

<http://akadvantage.alaska.gov/EDUCATOR-SCHOOL/PostsecondaryInstitutions/ConsumerProtection.aspx>

Arizona:

Arizona State Board for Private Postsecondary Education

1400 W. Washington Street, Room 260
Phoenix, AZ 85007
<http://azppse.gov/studentinfo/compliance.asp>

Arkansas:

Arkansas Higher Education Coordination Board

Arkansas Department of Higher Education 114 East Capitol Ave. 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 312S
Little Rock, AR 72201
sbpce@arkansas.gov
<http://sbpce.arkansas.gov/students/Pages/complaintProcess.aspx>

State Contact Information for Student Complaints

California:

Approved Institutions:

California Bureau for Private Postsecondary Education
Box 980818
Sacramento, CA 95798-08118 bppe@dca.ca.gov

<http://www.bppe.ca.gov/formspubs/complaint.pdf>

Exempt Institutions

Attorney General's Office

California Department of Justice
Attn: Public Inquiry Unit
P.O. Box 9044255 Sacramento, CA 94244-2550
<http://ag.ca.gov/contact/complaintform.php?cmplt=PL>

Colorado:

Colorado Department of Higher Education

1560 Broadway, Suite 1600 Denver, CO 80202
<http://highered.colorado.gov/Academics/Complaints/default.html>
<http://highered.colorado.gov/DPOS/Students/complaint.html>

Connecticut:

Connecticut Office of Financial and Academic Affairs for Higher Education

61 Woodland Street Hartford, CT 06105-2326
860.947.1800 info@ctdhe.org

Non-degree institutions: <http://ctdhe.org/POSA/pdf/CP2ComplaintForm.pdf>

Connecticut Department of Consumer Protection

65 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_CPFR-2.pdf

State Contact Information for Student Complaints

Delaware:

Delaware Higher Education Office

Carvel State Office Building 820
N. French Street 5th Floor
Wilmington, DE 19801-3509
dheo@doe.k12.de.us

Delaware Attorney General

Consumer Protection Wilmington 820
N. French Street 5th Floor Wilmington.
DE 19801
consumer.protection@state.de.us

District of Columbia:

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/sites/default/files/dc/sites/osse/publication/attachments/complaint_form_4_11.pdf

Florida:

Florida Commission for Independent Education

325 W. Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
<http://www.fldoe.org/cie/complaint.asp>

Georgia:

Georgia Nonpublic Postsecondary Education Commission

2082 E. Exchange Pl. #220
Tucker, GA 30084-5334
<http://rules.sos.state.ga.us/docs/392/5/06.pdf>

Hawaii:

Hawaii State Board of Education

P.O. Box 2360 Honolulu,
HI 96804
ocp@dcca.hawaii.gov
<http://hawaii.gov/dcca/ocp/consumercomplaint>

State Contact Information for Student Complaints

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

Illinois:

Board of Higher Education

Illinois Board of Higher Education 431 East Adams 2nd Floor Springfield, IL 62701-1404
Institutional Complaint Hotline: 217.557.7359 info@ibhe.org

Indiana:

Indiana Board for Proprietary Education

Attn: Director of Regulatory Compliance 302 W
Washington Street Room E201 Indianapolis, IN 46204
<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
203 Indianapolis, IN 46204
<http://www.in.gov/dwd/files/StudenComplaintForm.pdf>

Iowa:

Iowa Student Aid Commission

603 E. 12th Street 5th Floor Des Moines, IA
50319 info@iowacollegeaid.gov
<https://apps.iowacollegeaid.gov/marketing/docs/constituentrequestform.pdf>

State Contact Information for Student Complaints

Kansas:

Kansas Board of Regents

1000 SW Jackson Street Suite 520

Topeka, KS 66612-1368

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

Kentucky:

Kentucky Council on Postsecondary Education

1024 Capital Center Dr. #320

Frankfort, KY 40601-7512

Sarah.levy@ky.gov

Office of the Attorney General

Capitol Suite 118 700 Capitol Avenue

Frankfort, KY 40601-3449

consumer.protection@ag.ky.gov

http://ag.ky.gov/civil/consumerprotection/complaints/Lists/consumer_complaint/form.aspx

Kentucky Commission on Proprietary Education

911 Leawood Drive

Frankfort, KY 40601-3319

<http://www.bpe.ky.gov/Applications%20and%20Forms/Form%20to%20File%20a%20Complaint.pdf>

Louisiana:

Louisiana Attorney General Office, Consumer Protection Section

Louisiana Attorney General Office P.O.Box 94005 Baton Rouge, LA 70804 800.351.4889 or 225.326.6465

<http://www.ag.state.la.us/Complaint.aspx?articleID=16&catID=15>

Louisiana Board of Regents

Louisiana Board of Regents Attn: Nancy Beall or Dr. Larry Trembly

P.O. Box 3677 Baton Rouge, LA 70821-3677

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

State Contact Information for Student Complaints

Maine:

Maine Department of Education

Harry Osgood-Complaints 23
State House Station Augusta,
ME 04333-0023
harry.osgood@maine.gov

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

6 North Liberty Street 10th Floor
Baltimore, MD 21201 410.767.3388
<http://www.mhec.state.md.us/higherEd/acadAff/MHECStudentComplaintProcess.pdf>

Massachusetts:

Massachusetts Board of Higher Education

One-Ashburton Place Room 1401
Boston, MA 02108
<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
<http://www.mass.gov/ocabr/docs/dpl/complaint.pdf>

Michigan:

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

Proprietary School Unit Staff 201
N. Washington Sq. Lansing, MI
48913
<http://www.michiganps.net/complaint.aspx>

State Contact Information for Student Complaints

Minnesota:

Minnesota Office of Higher Education

1450 Energy Park Drive Suite 350 St. Paul, MN
55108-5227

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

Mississippi:

Mississippi Commission on College Accreditation

3825 Ridgewood Road Jackson, MS
39211-6453

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

Consumer Protection Division

Office of the Attorney General
P.O. Box 22947 Jackson, MS 39225-2947

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

http://www.ago.state.ms.us/images/uploads/forms/MSAGO_Complaint_Form.pdf

Mississippi Commission of Proprietary Schools and College Registration

3825 Ridgewood Road
Jackson, MS 39211-6453

<http://www.sbcjc.cc.ms.us/pdfs/pg/PSComplaintForm.pdf>

Missouri:

Missouri Department of Higher Education

205 Jefferson Street
P.O. Box 1469 Jefferson City, MO 65102-1469 info@dhe.mo.gov

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

State Contact Information for Student Complaints

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

Montana Office of Consumer Protection

2225 11th Avenue
P.O. Box 200151 Helena,
MT 59620-3201
contactocp@mt.gov
<https://doj.mt.gov/wp-content/uploads/2011/05/complaintform3.pdf>

Nebraska:

Nebraska Coordinating Commission for Postsecondary Education

P.O. Box 95005 Lincoln, NE 68509-5005

Nebraska Attorney General

Consumer Protection Division 21115 State Capitol Lincoln, NE 68209 Hotline: 800.727.6432
http://www.ago.ne.gov/consumer/emailforms/consumer_complaint.htm

Nebraska Department of Education Private Postsecondary Career Schools

Investigations Office 301
Centennial Mall South
P.O. Box 98987 Lincoln, NE 68509-4987
<http://www.education.ne.gov/PPCS/PDF%20Folders/PDF%20Documents/PPCS%20Forms/Complaint-form.pdf>

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>

State Contact Information for Student Complaints

New Hampshire:

New Hampshire Department of Education
Stephen Berwick, Coordinator, Dispute Resolution and Constituent Complaints 101 Pleasant
Street Concord, NH 03301 603.271.2299 Stephen.Berwick@doe.nh.gov

New Jersey:

Secretary of Higher Education

New Jersey Higher Education
P.O. Box 542 Trenton, NJ 08625 njche@che.state.nj.us

New Jersey Division of Consumer Affairs

124 Halsey Street
Newark, NJ 07102
<http://www.nj.gov/oag/ca/complaint/ocp.pdf>

New Jersey Department of labor and Workforce development

1 John Fitch Plaza
P.O. Box 110 Trenton, NJ 08625-0110 schoolapprovalunit@dol.state.nj.us
http://lwd.dol.state.nj.us/labor/forms_pdfs/coei/SAU/Conflict%20Resolution%20Questionnaire.pdf

New Mexico:

New Mexico Higher Education Department

2048 Galisteo Santa
Fe, NM 87505
http://www.hed.state.nm.us/Complaint_3.aspx

State Contact Information for Student Complaints

New York:

Office of College and University Evaluation

New York Office of College and University Evaluation New York State Education Department 5
North Mezzanine Albany, NY 12234 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 99
Washington Avenue Room 1613 OCP
Albany, NY 12234

<http://www.acces.nysed.gov/bpss/students/documents/ComplaintForm.pdf>

<http://www.acces.nysed.gov/bpss/students/disclos.htm>

North Carolina:

Board of Governors for the University of North Carolina

Postsecondary Education Complaints c/o Assistant Director of Licensure and Workforce
University of North Carolina General Administration 910 Raleigh Road Chapel Hill, NC 27514
studentcomplaint@northcarolina.edu

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

http://www.northcarolina.edu/aa_planning/licensure/resources.htm

Community College System Office of Proprietary Schools

North Carolina Community College System office of Proprietary Schools 200 west Jones St.
Raleigh, NC 27603

http://www.nccommunitycolleges.edu/Proprietary_Schools/docs/PDFFiles/StdtCompltForm.pdf

State Contact Information for Student Complaints

Ohio:

Ohio Board of Regents

30 East Broad Street 36th Floor Columbus, OH 43215-3414

Ohio Attorney General Consumer Protection Section

30 E. Broad Street 14th Floor Columbus, OH 43215-3400

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

Ohio State Board of Career Colleges and Schools

30 East Broad Street Suite 2481 Columbus, OH 43215

<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

Oklahoma:

Oklahoma State Regents for Higher Education

655 Research Parkway Suite 200 Oklahoma City, OK 73104

Oklahoma Office of the Attorney General Consumer Protection Unit

Attn: Investigative Analyst 313 NE 21st Street

Oklahoma City, OK 73105

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

Oklahoma State Board of Private Vocational Schools

3700 Classen Boulevard Suite 250 Oklahoma City, OK

73118-2864

State Contact Information for Student Complaints

Oregon:

Oregon Higher Education Coordinating Commission

1500 Valley River Drive Suite 100
Eugene, OR 97401

Oregon Attorney General

Financial Fraud/Consumer Protection Section 1162 Court St. NE Salem, OR 97301-4096
<http://www.doj.state.or.us/finfraud/pdf/concompform.pdf>

Oregon Department of Education Private Career Schools Office

255 Capitol Street NE
Salem, OR 97310-0203
<http://www.ode.state.or.us/search/page/?id=325>

Pennsylvania:

Pennsylvania Department of Education

333 Market Street Harrisburg,
PA 17126-0333
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

Online complaint form

https://www.attorneygeneral.gov/Complaints/Consumer_Complaint_Form/

Printable PDF complain form

https://www.attorneygeneral.gov/uploadedFiles/MainSite/Content/ComplaintForms/BCP_Complaint_Form.pdf

Rhode Island:

Rhode Island Board of Governors for Higher Education

Shepard Building, 80 Washington Street
Providence, RI 02903

Rhode Island Department of Attorney General Consumer Protection Unit

150 South Main Street
Providence, RI 02903
<http://www.riag.state.ri.us/documents/consumer/ConsumerComplaintForm.pdf>
<http://www.ribghe.org/8a1031912.pdf>

State Contact Information for Student Complaints

South Dakota:

South Dakota Secretary of State Jason M. Grant
State Capitol 500 East Capitol Avenue Pierre, SD 57501-5070 sdsos@state.sd.us

South Dakota Office of Attorney General Division of Consumer Protection
1302 E Hwy 14 Suite 3 Pierre, SD
57501-8053
<http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx>

Tennessee:

Tennessee Higher Education Commission
404 James Robertson Parkway Suite 1900 Nashville, TN
37243
<https://www.oag.state.tx.us/consumer/complaintform.pdf>

Texas:

Higher Education Coordinating Board

Texas Higher Education Coordinating Board 1200 E. Anderson Lane Austin, TX 78752

Office of the Attorney General

Consumer Protection Division
P.O. Box 12548 Austin, TX 78711-2548
<https://www.oag.state.tx.us/consumer/complaintform.pdf>

Texas Workforce Commission

Career Schools and Colleges-Room 226-T 101 East 15th
Street Austin, TX 78778-0001
<http://www.twc.state.tx.us/svcs/propschools/ps401a.pdf>

Additional Complaint Information available at:

<http://www.twc.state.tx.us/svcs/propschools/problem-school.html>

State Contact Information for Student Complaints

Utah:

Utah Division of Consumer Protection

160 East 300 South Salt Lake City, UT 84111 consumerprotection@utah.gov
<http://consumerprotection.utah.gov/complaints/index.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

Vermont Attorney General's Office

109 State Street Montpelier, VT 05609-1001

Virginia:

State Council of Higher Education for Virginia

101 N. 14th Street, James Monroe Building Richmond, VA
23219 communications@schev.edu
<http://www.schev.edu/students/studentcomplaint.asp>

Washington:

Washington Student Achievement Council

917 Lakeride Way
P.O. Box 43430 Olympia, WA 98504-3430 dainfo@wsac.wa.gov
<http://www.wsac.wa.gov/ConsumerProtection>

Washington Workforce Training and Education Coordinating Board

128 10th Avenue SW
P.O. Box 43105 Olympia, WA 98504-3105 workforce@wtb.wa.gov
http://www.wtb.wa.gov/PCS_Complaints.asp

State Contact Information for Student Complaints

West Virginia:

West Virginia Higher Education Policy Commission

1018 Kanawha Blvd E. Suite 700 Charleston, WV 25301-2800

West Virginia Office of the Attorney General

Consumer Protection Division

P.O. Box 1789 Charleston, WV 25326-1789

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

Community and Technical College System of West Virginia

1018 Kanawha Blvd. E Suite 700 Charleston, WV 25301

Wisconsin:

Wisconsin Educational Approval Board

201 W. Washington Avenue 3rd Floor,

P.O. Box 8696 Madison, WI 53708 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 82002-0050

Attorney General's Office

123 Capitol Building, 200 W. 24th Street Cheyenne, WY 82002

State Contact Information for Student Complaints

Puerto Rico:

Puerto Rico Council on Higher Education
P.O. Box 1900 San Juan, PR 00910-1900

Puerto Rico Department of Justice
P.O. Box 9020192 San Juan, PR 00902-0192

Guam: Not yet Developed

Virgin Islands:

Government of the United States Virgin Islands Department of Education Office of the
Commissioner 1834 Kongens Gade St. Thomas, V.I. 00802