

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
P.O. Box 980818
W. 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://higher.ed.colorado.gov/Academics/Complaints/default.html>
<http://higher.ed.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/StdCompltForm.pdf

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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.education.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

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