State Contact Information for Student Complaint Processes

Students living out-of-state should attempt to resolve any academic issues or complaints with the College first. If after following the College’s complaint procedures the issue cannot be resolved internally, you may file a complaint with the appropriate state agency listed below.

Filing a Complaint with the Pennsylvania Department of Education *

Students living in the following states may lodge a complaint with the Pennsylvania Department of Education against any institution located in Pennsylvania.

Complaint form for colleges and universities (PDF)

- Alabama
- Alaska
- Arizona
- Arkansas
- Connecticut
- Delaware
- Georgia
- Hawaii
- Idaho
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Michigan
- Minnesota
- Mississippi
- Missouri
- Montana
- Nebraska
- Nevada
- New Hampshire
- New Jersey
- New York
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Vermont
- Virginia
- Washington
- Washington D.C.
- West Virginia
- Wisconsin
- Wyoming

* As provided for by the State Authorization Reciprocity Agreement (SARA)
Filing a Complaint with another State Agency

**Alabama**
The Alabama Community College System  
135 South Union Street  
Montgomery, AL 36104-4340  
Phone: (334) 293-4500  
Fax: (334) 293-4504  
[Student Grievance Procedure](#)

**Alaska**
Alaska Commission on Postsecondary Education  
PO Box 110505  
Juneau, AK 99811-0505  
Phone: (907) 465-6741  
[EED.ACPE-IA@alaska.gov](mailto:EED.ACPE-IA@alaska.gov)  
[Student Grievance Procedure](#)

**Arizona**
If an Arizona resident is enrolled in an out-of-state distance education program and has a complaint, the student is advised to first contact the institution directly. If the student needs further assistance, the Arizona resident may contact the following agencies for assistance:

- A complaint regarding potential consumer fraud, including deceptive advertising:
  - Arizona Attorney General  
  - Consumer Information and Complaints  
  - 1275 West Washington Street  
  - Phoenix, AZ 85007  
  - Phone: (800) 352-8431

* As provided for by the State Authorization Reciprocity Agreement (SARA)
Fax: (602) 542-4579

Student Grievance Procedure

A complaint regarding the educational program, administrative and institutional policies and procedures:
Arizona State Board for Private Postsecondary Education
Attn: Keith Blanchard
1400 W. Washington Street, Room 260
Phoenix, AZ 85007
Phone: (602) 542-5709, option 5

Arkansas
Arkansas Department of Higher Education
423 Main Street, Suite 400
Little Rock, AR 72201
Phone: (501) 371 - 2000
ADHE_Info@adhe.edu
Student Grievance Procedure

California
Out-of-state public institutions are generally not governed by any agency in the state of California. Please refer to the College’s student complaint resolution procedures. In some cases, students may file a complaint with the California Department of Consumer Affairs. Complaint process can be located here:
http://www.dca.ca.gov/online_services/complaints/citizen_complaint.shtml

Department of Consumer Affairs
Consumer Information Division

* As provided for by the State Authorization Reciprocity Agreement (SARA)
1625 North Market Blvd., Suite N 112
Sacramento, CA 95834
Phone: (800) 952-5210

**Colorado**

Colorado Department of Higher Education
1560 Broadway, Suite 1600
Denver, Colorado 80202
Phone: (303) 862-3001
Fax: (303) 996-1329

[Student Grievance Procedure](#)

**Connecticut**

Students are asked to first exhaust their school’s internal grievance or complaint procedures. In limited cases, Connecticut’s student complaint process may extend to institutions not authorized by the agency that may enroll residents of the state (such as explicitly distance education programs with no physical presence or exempt institutions). Such situations are determined on a case-by-case basis.

Connecticut Department of Higher Education
61 Woodland Street
Hartford, CT 06105-2326
Phone: (860) 947-1800

[Student Grievance Procedure](#)

Connecticut Department of Consumer Protection
165 Capitol Avenue
Room 110
Hartford CT 06106

* As provided for by the State Authorization Reciprocity Agreement (SARA)
Delaware
The first step in resolving student or other complaints or grievances is to attempt to resolve the matter directly with the administration of the involved institution under established institution complaint or grievance procedures. If that fails, the student may contact the Delaware Higher Education Office.

The Delaware Department of Education will investigate complaints. Such complaints must be in writing and verified by the signature of the person making the complaint. Oral, anonymous or unsigned complaints will not be investigated. Until the web site is functional, please write or call for more information. The Delaware Department of Education; Teacher and Administrator Quality; John W. Collette Resource Center; 35 Commerce Way; Dover, DE 19904. The Delaware Department of Education phone number is 302-857-3388. Website: http://www.doe.k12.de.us/

District of Columbia
District of Columbia Office of the State Superintendent of Education
Education Licensure Commission – Second Floor
810 First Street. NE
Washington, DC 20002
Phone: (202) 727-6436
Student Grievance Procedure

Florida
Florida Commission for Independent Education
325 W Gaines St, Suite 1414
Tallahassee, FL 32399-0400
Phone: (850) 245-0505

* As provided for by the State Authorization Reciprocity Agreement (SARA)
Fax: (850) 245-3238
cieinfo@fldoe.org
Student Grievance Procedure

**Georgia**
Georgia Nonpublic Postsecondary Education Commission
2082 E. Exchange Pl. Suite #220
Tucker, GA 30084-5334
Phone: (770) 414-3300
Fax: (770) 414-3309
Student Grievance Procedure

**Hawaii**
Hawaii State Board of Education
P.O. Box 2360
Honolulu, HI 96804
Phone: (808) 586-7327
hpeap@dcca.hawaii.gov
Student Grievance Procedure

**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
Student Grievance Procedure

**Illinois**
* As provided for by the State Authorization Reciprocity Agreement (SARA)
Public institutions not meeting a physical presence standard in the state of Illinois are not governed by any agency in the state of Illinois. Complaints are referred to the State where the institution is authorized and the institution’s accrediting body.

Illinois Board of Higher Education
1 N. Old State Capitol Plaza, Suite 333
Springfield, Illinois 62701-1377
Phone: (217) 782-2551
Fax: (217) 782-8548
info@ibhe.org
Student Grievance Procedure

Indiana
Indiana Commission for Higher Education
Education Attn: Complaints
101 West Ohio Street, Suite 550
Indianapolis IN 46204-1984
Phone: (317) 464-4400
complaints@che.in.gov
Student Grievance Procedure

Iowa
Iowa College Student Aid Commission
430 East Grand Ave, FL 3
Des Moines, IA 50309-1920
Phone: (515) 725-3400
Fax: (515) 725-3401
Student Grievance Procedure

* As provided for by the State Authorization Reciprocity Agreement (SARA)
**Kansas**
Kansas Board of Regents
1000 SW Jackson Street Suite 520
Topeka, KS 66612-1368
Phone: (785) 296-3421
[Student Grievance Procedure](#)

**Kentucky**
Institutional Complaints
Council on Postsecondary Education
1024 Capital Center Drive, Suite 320
Frankfort, KY 40601
Phone: (502) 573-1555
Fax: (502) 573-1535
[cpeconsumercomplaint@ky.gov](mailto:cpeconsumercomplaint@ky.gov)
[Student Grievance Procedures](#)

**Louisiana**
Louisiana Board of Regents
1201 N. Third St., Suite 6-200
Baton Rouge, LA 70802
[Student Grievance Procedure](#)

Consumer Protection Division
Office of the Attorney General
P.O. Box 94005
Baton Rouge, LA 70804-9005
Phone: (800) 351-4889 or (225) 326-6400

* As provided for by the State Authorization Reciprocity Agreement (SARA)
Maine

Complaints shall be addressed with specific facts and allegations and signed by the complainant. The school shall be notified of any complaints which are to be investigated. For more information, please contact:

Harry W. Osgood, Higher Education Specialist
Maine Department of Education
Augusta, Maine 04333
Phone: (207) 624-6846.

Maryland

Academic Affairs – Student Complaints
Maryland Higher Education Commission
6 N. Liberty Street, 10th Floor
Baltimore, MD 21207
acadprop@mhec.state.md.us
Student Grievance Procedure:  Website  I  Document

Consumer Protection Division
Office of the Attorney General
200 Saint Paul Place
Baltimore, Maryland 21202
Phone: (410) 528-8662
consumer@oag.state.md.us

Massachusetts

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

* As provided for by the State Authorization Reciprocity Agreement (SARA)
Phone: (617) 994-6950

Student Grievance Procedure

**Michigan**

Michigan Department of Licensing and Regulatory Affairs
Corporations, Securities & Commercial Licensing Bureau
P.O. Box 30018
Lansing, MI 48909
Student Grievance Procedure

**Minnesota**

Registration & Licensing
Office of Higher Education
1450 Energy Park Drive, Suite 350
St. Paul, MN 55108
Phone: (651) 259-3975 or (800) 657-3866
Fax: (651) 797-1664
betsy.talbot@state.mn.us
Student Grievance Procedure

**Mississippi**

If the complaint is regarding an out-of-state institution not authorized by MCCA, please direct complaint to the authorizing/licensing agency in the institution’s home state or to the Attorney General’s Office Consumer Protection Division.

Consumer Protection Division
MS Attorney General’s Office
P.O. Box 220
Jackson, Mississippi 39225-2947

* As provided for by the State Authorization Reciprocity Agreement (SARA)
Complaint Form

**Missouri**
Missouri Department of Higher Education
205 Jefferson Street
P.O. Box 1469
Jefferson City, MO 65102-1469
Phone: (573) 751-2361
info@dhe.mo.gov
Student Grievance Procedure

**Montana**
Montana University System, Montana Board of Regents
Office of Commissioner of Higher Education
2500 Broadway Street
PO Box 203201
Helena, MT 59620-3201
Phone: (406) 444-6570
Student Grievance Procedure

Montana Office of Consumer Protection
2225 11th Avenue
P.O. Box 200151
Helena, MT 59620-0151
Phone: (406) 444-4500 or (800) 481-6896
contactocp@mt.gov
https://dojmt.gov/consumer/

**Nebraska**
* As provided for by the State Authorization Reciprocity Agreement (SARA)
Nebraska Coordinating Commission for Postsecondary Education  
P.O. Box 95005  
Lincoln, NE 68509-5005  
Phone: (402) 471-2847  
Fax: (402) 471-2886  
[Student Grievance Procedure](http://ago.nebraska.gov/consumer_protection)

Office of the Attorney General  
2115 State Capitol  
Lincoln, NE 68509  
Phone: (402) 471-2683  
Fax: (402) 471-3297  
ago.consumer@nebraska.gov  

**Nevada**  
Commission on Postsecondary Education  
8778 South Maryland Parkway Suite 115  
Las Vegas, Nevada  89123  
Phone: (702) 486-7330  
Fax: (702) 486-7340  
[Student Grievance Procedure](http://ago.nebraska.gov/consumer_protection)

**New Hampshire**  
New Hampshire Department of Education  
101 Pleasant Street  
Concord, NH  03301  
Phone: (603) 271-3494  
[Student Grievance Procedure](http://ago.nebraska.gov/consumer_protection)

* As provided for by the State Authorization Reciprocity Agreement (SARA)
**New Jersey**
New Jersey Secretary of Higher Education
20 West State Street
4th floor, PO Box 542
Trenton, NJ 08625-0542
Phone: (609) 292-4310
Fax: (609) 292-7225
[Student Grievance Procedure](#)

**New Mexico**
New Mexico Higher Education Department
2048 Galisteo St. Suite #4,
Santa Fe, NM 87505
Phone: (505) 476-8400
Fax: (505) 476-8453
[Contact Form](#)
[Student Grievance Procedure](#)

**New York**
Office of College and University Evaluation
New York State Education Department
89 Washington Avenue
Room 969 EBA
Albany, New York 12234
Phone: (518) 474-1551
Fax: (518) 486-2779
E-mail: [ocueinfo@nysed.gov](mailto:ocueinfo@nysed.gov)
[Student Grievance Procedure](#)

* As provided for by the State Authorization Reciprocity Agreement (SARA)
**North Carolina**

North Carolina Post-Secondary Education Complaints
University of North Carolina General Administration
910 Raleigh Road, Chapel Hill, NC 27515-2688
Phone: (919) 962-4558.

Student Grievance Procedure

North Carolina Consumer Protection
Attorney General's Office
Mail Service Center 9001
Raleigh, NC 27699-9001
Phone: (919) 716-6000


**North Dakota**

North Dakota University System
Director, Distance Education and State Authorization
1815 Schafer Street, Ste. 202
Bismarck, ND 58505-0230

[http://www.ndus.edu/system/state-authorization/](http://www.ndus.edu/system/state-authorization/)

**Ohio**

Ohio Department of Higher Education
25 South Front Street
Columbus, OH 43215
Phone: (614) 466-6000
Fax: (614) 466-5866

Student Grievance Procedure

* As provided for by the State Authorization Reciprocity Agreement (SARA)
**Oklahoma**
Oklahoma State Regents for Higher Education
655 Research Pkwy Suite #200,
Oklahoma City, OK 73104
Phone: (405) 225-9100
[Student Grievance Procedure](#)

**Oregon**
Higher Education Coordinating Commission
Private Postsecondary Education
Office of Degree Authorization
775 Court Street NE, Salem, OR 97301
Phone: (503) 947-5716
[Student Grievance Procedure](#)

**Pennsylvania**
Pennsylvania Department of Education - Postsecondary and Adult Education
333 Market Street, 12th Floor
Harrisburg, PA 17126-0333
Phone: (717) 783-8228
Fax: (717) 772-3622
E-mail: RA-pls@pa.gov (for submission of form or questions)
[Student Grievance Procedure](#)

**Puerto Rico**
Puerto Rico Council on Higher Education
PO Box 1900
San Juan, PR San Juan, PR 00910-1900
* As provided for by the State Authorization Reciprocity Agreement (SARA)
Phone: (787) 641-7100
http://www.ce.pr.gov/

Rhode Island
Rhode Island Board of Governors for Higher Education
Shepard Bldg.
80 Washington St.
Providence, RI 02903
Phone: (401) 456-6000
Student Grievance Procedure

South Carolina
South Carolina Commission on Higher Education – Academic Affairs
1122 Lady Street, Suite 300
Columbia, SC 29201
Phone: (803) 737-2260
Fax: (803) 737-2297
Student Grievance Procedure

South Dakota
Office of the Attorney General
1302 E Hwy 14, Suite 1
Pierre, SD 57501-8501
Phone: (605) 773-3215
Fax: (605) 773-4106
Consumer Complaint

Tennessee
Tennessee Higher Education Commission – Division of Postsecondary School Authorization
* As provided for by the State Authorization Reciprocity Agreement (SARA)
404 James Robertson Parkway, Suite 1900
Nashville, TN 37243-0830
Phone: (615) 741-5293
Fax: (615) 532-8845

Student Complaint Form

Texas
Texas Higher Education Coordinating Board
College Readiness and Success Division
P.O. Box 12788
Austin, Texas 78711-2788
Phone: (512) 427-6101
StudentComplaints@thecb.state.tx.us
Student Grievance Procedure

Utah
Utah Division of Consumer Protection
160 East 300 South, 2nd Floor
P.O. Box 146704
Salt Lake City, UT 84114-6704
Phone: (801) 530-6601
Fax: (801) 530-6001
consumerprotection@utah.gov
Consumer Complaint Procedure

Vermont
Vermont Agency of Education
120 State Street
Montpelier, VT 05620

* As provided for by the State Authorization Reciprocity Agreement (SARA)
As provided for by the State Authorization Reciprocity Agreement (SARA)

Phone: (802) 828-3135
AOE.EdInfo@vermont.gov

Student Grievance Procedure

**Virginia**
State Council of Higher Education for Virginia
101 N. 14TH St., 10TH FL, James Monroe Bldg.
Richmond, VA 23219
Phone: (804) 225-2600
Fax: (804) 225-2604

Student Grievance Procedure

**Washington**
Washington Student Achievement Council
917 Lakeridge Way
Olympia, WA 98502
Phone: (360) 753-7800
info@wsac.wa.gov

Student Grievance Procedure

**West Virginia**
West Virginia Higher Education Policy Commission
1018 Kanawha Blvd E., Suite 700
Charleston WV 25301-2800
Phone: (304) 558-0265

Student Grievance Procedure

**Wisconsin**
Wisconsin Educational Approval Board

* As provided for by the State Authorization Reciprocity Agreement (SARA)*
431 Charmany Dr, Madison, WI 53719
Madison, WI 53708
Phone: (608) 266-1996
Fax: (608) 264-8477
eabmail@eab.wisconsin.gov
Student Grievance Procedure

**Wyoming**
Wyoming Department of Education
2300 Capitol Avenue
Hathaway Building, 2nd Floor
Cheyenne, WY 82002-0050
Phone: (307) 777-7675
Fax: (307) 777-6234
Student Grievance Procedure

* As provided for by the State Authorization Reciprocity Agreement (SARA)