

Student Complaint Information by State and Agency - October 2017

State	Agency Name	Complaint Process
Alabama	Alabama Commission on Higher Education	http://www.ache.state.al.us/Content/Departments/NRI/federal-reg.pdf
	Alabama Community College System	https://www.accs.cc/index.cfm/school-licensure/complaints/
Alaska	Alaska Commission on Postsecondary Education	http://acpe.alaska.gov/ABOUT_US/Consumer_Protection
Arizona	Arizona State Board for Private Postsecondary Education	https://ppse.az.gov/complaint
Arkansas	Arkansas Department of Higher Education	http://www.adhe.edu/students-parents/colleges-universites/student-grievance-form/
	Arkansas State Board of Private Career Education	http://www.sbpce.arkansas.gov/complaint-process
California	Bureau for Private Postsecondary Education	http://www.bppe.ca.gov/enforcement/complaint.shtml
Colorado	Colorado Department of Higher Education	http://highered.colorado.gov/Academics/Complaints/default.html
	Division of Private Occupational Schools	http://highered.colorado.gov/DPOS/Students/complaint.html
Connecticut	The Office of Financial and Academic Affairs for Higher Education	http://www.ctohe.org/StudentComplaints.shtml

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Delaware	Delaware Department of Education	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/
D.C.	Education Licensure Commission	https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints
Florida	Commission for Independent Education - Department of Education	http://www.fldoe.org/policy/cie/file-a-complaint.stml
Georgia	Nonpublic Postsecondary Education Commission	https://gnpec.org/consumer-resources/sara-online-student-complaint-form/
Hawaii	Hawaii Post-Secondary Education Authorization	http://cca.hawaii.gov/hpeap/student-complaint-process/
Idaho	Idaho State Board of Education	https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/
Illinois	Illinois Board of Higher Education	http://complaints.ibhe.org/
Indiana	Indiana Department of Workforce Development	http://www.in.gov/dwd/2731.htm
	Indiana Commission on Proprietary Education	http://www.in.gov/che/2744.htm
Iowa	Iowa College Student Aid Commission	https://www.iowacollegeaid.gov/sdrf-start
Kansas	Kansas Board of Regents	https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process

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Kentucky	Kentucky Council on Postsecondary Education	http://cpe.ky.gov/campuses/consumer_complaint.html
	Kentucky Commission on Proprietary Education	http://www.kcpe.ky.gov/
Louisiana	Louisiana Board of Regents	http://www.regents.la.gov/subhome/students http://www.regents.la.gov/page/proprietary-schools
Maine	Maine Department of Education, Office of Higher Education Services	http://www.maine.gov/doe/highered/sara/
Maryland	Maryland Higher Education Commission	http://mhec.maryland.gov/institutions_training/Pages/career/pcs/complaint.aspx
Massachusetts	Massachusetts Division of Professional Iicensure Office of Private Occupational School Education	http://www.mass.gov/ocabr/government/oca-agencies/dpl-lp/schools/students/information-for-students.html
	Massachusetts Department of Higher Education	http://www.mass.edu/forstufam/complaints/complaints.asp
Michigan	Michigan Department of Licensing and Regulatory Affairs	http://www.michigan.gov/lara/0,4601,7-154-61343_35395_35396-139958--,00.html
Minnesota	Minnesota Office of Higher Education	http://www.ohe.state.mn.us/mPg.cfm?pageID=1078
Mississippi	Mississippi Commission on College Education	http://www.mississippi.edu/mcca/
	Commission on Proprietary School and College	http://www.sbcjc.cc.ms.us/program/psDefault.aspx

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Missouri	Missouri Department of Higher Education	https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf
Montana	Montana University System	http://www.mus.edu/MUS-statement-of-complaint-process.asp
Nebraska	Nebraska Department of Education	https://www.education.ne.gov/PPCS/PPCS%20Forms.html
	Nebraska Coordinating Commission for Postsecondary Education	https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions
Nevada	Nevada System of Higher Education	http://system.nevada.edu/Nshe/
New Hampshire	Department of Education, Division of Higher Education, Higher Education Commission	https://www.education.nh.gov/highered/compliance-allegation.htm
New Jersey	New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information	http://lwd.state.nj.us/labor/lwdhome/coei/teu.html
	Office of the Secretary of Higher Education	http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml
New Mexico	New Mexico Higher Education Department	http://www.hed.state.nm.us/institutions/complaints.aspx
New York	Office of College and University Evaluation	http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html
	Bureau of Proprietary School Supervision, New York State Education Department	http://www.acces.nysed.gov/bpss/student-rights

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North Carolina	The University of North Carolina Board of Governors	https://www.northcarolina.edu/complaints
	The North Carolina Community College System	http://www.nccommunitycolleges.edu/proprietary-schools
North Dakota	North Dakota State Board for Career and Technical Education	http://www.nd.gov/cte/private-post-inst/docs/NDSBCTE_Student_Complaint_Procedure.pdf
	North Dakota University System	http://www.ndus.edu/system/state-authorization/
Ohio	The Ohio Board of Regents	https://www.ohiohighered.org/students/complaints
	Ohio State Board of Career Colleges and Schools	http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx
Oklahoma	Oklahoma State Regents for Higher Education	http://www.okhighered.org/current-college-students/complaints.shtml
	Oklahoma Board of Career and Technology Education	https://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/comments-or-complaints-policy
	Oklahoma Board of Private Vocational Schools	http://obpvs.ok.gov/students
Oregon	Office of Degree Authorization	http://www.oregon.gov/highered/institutions-programs/private/Pages/office-degree-authorization.aspx
	Department of Education Private and Career Schools	http://www.ode.state.or.us/search/page/?id=325
Pennsylvania	Department of Education	http://www.education.pa.gov/Migration/Documents/Higher%20Education%20Complaint%20Form_Rev.%20May%202013.pdf
Puerto Rico	Consejo de Educación de Puerto Rico	http://www2.pr.gov/agencias/cepr/inicio/Pages/SARA.aspx

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Rhode Island	Rhode Island Board of Governors for Higher Education	http://www.ribghe.org/pdfs/BOGStudentComplaintProcessII011012.pdf
South Carolina	Souther Carolina Commission on Higher Education	http://www.che.sc.gov/CHE_Docs/academicaffairs/license/Complaint_Procedures_and_Form.pdf
South Dakota	Secretary of State	http://atg.sd.gov/complaintform.aspx
Tennessee	Tennessee Higher Education Commission	https://www.tn.gov/thec/article/consumer-services
Texas	Texas Workforce Commission	http://www.twc.state.tx.us/jobseekers/career-schools-colleges-students#howToSubmitAComplaintAgainstASchool
	Texas Higher Education Coordinating Board	http://www.thecb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9
Utah	Utah Division of Consumer Protection	https://dcp.utah.gov/complaints/index.html
Vermont	Vermont State Board of Education	http://education.vermont.gov/sites/aoe/files/documents/edu-postsecondary-program-complaint-resolution.pdf
Virginia	Private and Out-of-State Postsecondary Education State Council of Higher Education	http://www.schev.edu/index/students-and-parents/resources/student-complaints
Washington	Washington Student Achievement Council	http://www.wsac.wa.gov/protecting-education-consumers
	Washington Workforce Training and Education Coordinating Board	http://www.wtb.wa.gov/PCS_Complaints.asp
	West Virginia Higher Education Policy Commission	http://wvctcs.org/student-complaints/

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West Virginia	West Virginia Council for Community and Technical College Education	http://wvctcs.org/student-complaints/
Wisconsin	Wisconsin Educational Board Approval	http://eab.state.wi.us/resources/complaint.asp
Wyoming	Wyoming Department of Education	https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/