

# Student Complaint Information by State and Agency

June 2019 update

Please note: Whenever possible this report used information provided by the state agency and originally through the no longer live SHEEO Survey. In some cases, email correspondence and web site reviews were also incorporated.

| <b>State</b>   | <b>Agency Name</b>  | <b>Link to and/or Information about Complaint Process-<br/>(for in-state complaints and activities outside of SARA)</b>  |
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| Alabama        | Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning | Complaints for out-of-state institutions are referred to the ACCS Private School Licensure. Please see the ADPE link below. For in-state institutions, contacts are posted to the ACHE website at<br><br><a href="http://ache.edu/ACHE_Reports/Forms/NRI/federal-reg.pdf">http://ache.edu/ACHE_Reports/Forms/NRI/federal-reg.pdf</a> on Page 7 |
|                | ACCS Private School Licensing Division  | <a href="https://www.accs.edu/about-accs/private-school-licensure/complaints/">https://www.accs.edu/about-accs/private-school-licensure/complaints/</a>  |
| Alaska         | Alaska Commission on Postsecondary Education  | <a href="https://acpe.alaska.gov/ConsumerProtection">https://acpe.alaska.gov/ConsumerProtection</a>  |
| American Samoa |   | unknown  |
| Arizona        | Arizona State Board for Private Postsecondary Education                                     | <a href="https://ppse.az.gov/complaint">https://ppse.az.gov/complaint</a>  |
| Arkansas       | Arkansas Department of Higher Education   | <a href="https://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/grievance-form">https://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/grievance-form</a>  |
|                | Arkansas State Board of Private Career Education  | <a href="https://www.adhe.edu/private-career-education/students/">https://www.adhe.edu/private-career-education/students/</a>  |
| California     | California Department of Consumer Affairs   | <a href="https://www.dca.ca.gov/consumers/complaints/oos_students.shtml">https://www.dca.ca.gov/consumers/complaints/oos_students.shtml</a>  |

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| Colorado                       | Colorado Department of Higher Education AND Private Occupational Schools | <a href="http://highered.colorado.gov/Academics/Complaints/default.html">http://highered.colorado.gov/Academics/Complaints/default.html</a>   |
| Connecticut                    | The Office of Financial and Academic Affairs for Higher Education        | <a href="http://www.ctohe.org/StudentComplaints.shtml">http://www.ctohe.org/StudentComplaints.shtml</a>   |
| 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. No form found for Non-SARA Complaints. |
| District of Columbia           | Education Licensure Commission   | <a href="https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints">https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints</a>   |
| Federated States of Micronesia |  | unknown   |
| Florida                        | Commission for Independent Education- Department of Education            | <a href="http://www.fldoe.org/policy/cie/file-a-complaint.stml">http://www.fldoe.org/policy/cie/file-a-complaint.stml</a>   |
| Georgia                        | Nonpublic Postsecondary Education Commission                             | <a href="https://gnpec.georgia.gov/student-complaints">https://gnpec.georgia.gov/student-complaints</a>   |
| Guam                           |  | unknown   |
| Hawaii                         | Hawaii Post-Secondary Education Authorization Program                    | <a href="http://cca.hawaii.gov/hpeap/student-complaint-process/">http://cca.hawaii.gov/hpeap/student-complaint-process/</a>   |
| Idaho                          | Idaho State Board of Education   | <a href="https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/">https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/</a>   |
| Illinois                       | Illinois Board of Higher Education                                       | <a href="http://complaints.ibhe.org/">http://complaints.ibhe.org/</a>   |

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| Indiana       | Indiana Department of Workforce Development                        | <a href="https://www.in.gov/dwd/2731.htm">https://www.in.gov/dwd/2731.htm</a>   |
|               | Indiana Commission on Proprietary Education                        | <a href="https://www.in.gov/che/2744.htm">https://www.in.gov/che/2744.htm</a>   |
| Iowa          | Iowa College Student Aid Commission                                | <a href="https://www.iowacollegeaid.gov/StudentComplaintForm">https://www.iowacollegeaid.gov/StudentComplaintForm</a>   |
| Kansas        | Kansas Board of Regents  | <a href="https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process">https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process</a>   |
| Kentucky      | Kentucky Council on Postsecondary Education                        | <a href="http://cpe.ky.gov/campuses/consumer_complaint.html">http://cpe.ky.gov/campuses/consumer_complaint.html</a>   |
|               | Kentucky Commission on Proprietary Education                       | <a href="http://www.kcpe.ky.gov/">http://www.kcpe.ky.gov/</a>   |
| Louisiana     | Louisiana Board of Regents   | Students may contact the state AG's office. AG Office may take complaints against any business but does not offer a process to act on complaints for the student's benefit.<br><a href="https://www.ag.state.la.us/ConsumerDisputes">https://www.ag.state.la.us/ConsumerDisputes</a> No non-SARA complaint process.   |
|               | Proprietary Schools  | <a href="https://www.regents.la.gov/assets/docs/2014/07/StudentComplaintProcedure.pdf">https://www.regents.la.gov/assets/docs/2014/07/StudentComplaintProcedure.pdf</a>   |
| Maine         | Maine Department of Education, Office of Higher Education Services | <a href="https://www.maine.gov/ag/consumer/complaints/complaint_form.shtml">https://www.maine.gov/ag/consumer/complaints/complaint_form.shtml</a> - AG's office - AG Office may take complaints against any business but does not offer a process to act on complaints for the student's benefit.<br><br>No posted non-SARA complaint process through the higher education agency for Maine institutions. |
| Maryland      | Maryland Higher Education Commission                               | <a href="https://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx">https://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx</a>   |
| Massachusetts | Office of Private Occupational School Education                    | <a href="http://www.mass.gov/ocabr/government/oca-agencies/dpl-ip/schools/students/information-for-students.html">http://www.mass.gov/ocabr/government/oca-agencies/dpl-ip/schools/students/information-for-students.html</a>   |
|               | Massachusetts Department of Higher Education                       | <a href="https://www.mass.edu/forstufam/complaints/complaints.asp">https://www.mass.edu/forstufam/complaints/complaints.asp</a>   |

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| Michigan      | Michigan Department of Licensing and Regulatory Affairs                            | <a href="https://www.michigan.gov/documents/lara/Post-Secondary_Student_Complaints_498839_7.pdf">https://www.michigan.gov/documents/lara/Post-Secondary_Student_Complaints_498839_7.pdf</a> |
| Minnesota     | Minnesota Office of Higher Education   | <a href="http://www.ohe.state.mn.us/mPg.cfm?pageID=1078">http://www.ohe.state.mn.us/mPg.cfm?pageID=1078</a>   |
| Mississippi   | Mississippi Commission on College Accreditation                                    | <a href="http://www.mississippi.edu/mcca/student_complaint_process.asp">http://www.mississippi.edu/mcca/student_complaint_process.asp</a>   |
|               | Commission on Proprietary School and College Registration                          | <a href="http://www.sbcjcc.ms.us/pdfs/pg/PSComplaintForm.pdf">http://www.sbcjcc.ms.us/pdfs/pg/PSComplaintForm.pdf</a>   |
| Missouri      | Missouri Department of Higher Education  | <a href="https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf">https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf</a>                           |
| Montana       | Montana University System, Montana Board of Regents                                | <a href="http://www.mus.edu/MUS-statement-of-complaint-process.asp">http://www.mus.edu/MUS-statement-of-complaint-process.asp</a>   |
| Nebraska      | Nebraska Department of Education, Private Postsecondary Career Schools             | <a href="https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf">https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf</a>               |
|               | Nebraska Coordinating Commission for Postsecondary Education                       | <a href="https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions">https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions</a>               |
| Nevada        | Nevada Commission on Postsecondary Education                                       | <a href="http://cpe.nv.gov/Students/Students_Home/">http://cpe.nv.gov/Students/Students_Home/</a>   |
| New Hampshire | Department of Education, Division of Higher Education, Higher Education Commission | <a href="https://www.education.nh.gov/highered/compliance-allegation.htm">https://www.education.nh.gov/highered/compliance-allegation.htm</a>   |

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| New Jersey                | New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information | <a href="http://lwd.state.nj.us/labor/lwdhome/coei/teu.html">http://lwd.state.nj.us/labor/lwdhome/coei/teu.html</a>   |
|                           | Office of the Secretary of Higher Education  | <a href="http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml">http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml</a>   |
| New Mexico                | New Mexico Higher Education Department   | <a href="http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx">http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx</a>   |
| New York                  | Office of College and University Evaluation  | <a href="http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university">http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university</a> |
|                           | Adult Career and Continuing Ed. Services   | <a href="http://www.acces.nysed.gov/bpss/student-rights">http://www.acces.nysed.gov/bpss/student-rights</a>   |
| North Carolina            | The University of North Carolina Board of Governors  | <a href="https://www.northcarolina.edu/complaints">https://www.northcarolina.edu/complaints</a>   |
|                           | The North Carolina Community College System (Office of Proprietary School Services)                      | <a href="https://www.nccommunitycolleges.edu/proprietary-schools">https://www.nccommunitycolleges.edu/proprietary-schools</a>   |
| North Dakota              | North Dakota State Board for Career and Technical Education  | <a href="https://www.nd.gov/cte/private-post-inst/">https://www.nd.gov/cte/private-post-inst/</a>   |
|                           | North Dakota University System   | <a href="https://ndus.edu/state-authorization-sara/">https://ndus.edu/state-authorization-sara/</a>   |
| Northern Marianas Islands |  | unknown   |
| Ohio                      | The Ohio Board of Regents  | <a href="https://www.ohiohighered.org/students/complaints">https://www.ohiohighered.org/students/complaints</a>   |
|                           | Ohio State Board of Career Colleges and Schools  | <a href="http://scr.ohio.gov/ConsumerInformation/FilingAComplaint.aspx">http://scr.ohio.gov/ConsumerInformation/FilingAComplaint.aspx</a>   |

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| Oklahoma                         | Oklahoma State Regents for Higher Education               | <a href="https://www.okhighered.org/current-college-students/complaints.shtml">https://www.okhighered.org/current-college-students/complaints.shtml</a>   |
|                                  | Oklahoma Board of Career and Technology Education         | <a href="https://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/comments-or-complaints-policy">https://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/comments-or-complaints-policy</a> |
|                                  | The Oklahoma Board of Private Vocational Schools          | <a href="http://obpvs.ok.gov/students#studentforms">http://obpvs.ok.gov/students#studentforms</a>   |
| Oregon                           | Office of Degree Authorization                            | <a href="https://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx">https://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx</a>             |
|                                  | Department of Education Private and Career Schools Office | <a href="https://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx">https://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx</a>             |
| Pennsylvania                     | Department of Education                                   | <a href="https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx">https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx</a>                                     |
| Puerto Rico                      | Puerto Rico Council on Education                          | <b>NONE LISTED - in English</b> <a href="http://www.ce.pr.gov/">http://www.ce.pr.gov/</a><br><b>Difficulty with google translate as well.</b>   |
| Republic of Palau                |   | unknown   |
| Republic of the Marshall Islands |   | unknown   |
| Rhode Island                     | Rhode Island Board of Governors for Higher Education      | <a href="http://www.ribghe.org/students.htm">http://www.ribghe.org/students.htm</a>   |
| South Carolina                   | South Carolina Commission on Higher Education             | <a href="http://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.aspx">http://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.aspx</a>                                     |
| South Dakota                     | Secretary of State (South Dakota Attorney General)        | <a href="https://consumer.sd.gov/complaintform.aspx">https://consumer.sd.gov/complaintform.aspx</a>   |
| Tennessee                        | Tennessee Higher Education Commission                     | <a href="https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html">https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html</a>                     |

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| Texas               | Texas Higher Education Coordinating Board  | <a href="http://www.theccb.state.tx.us/index.cfm?objectid=989FE9A0-2213-11E8-BC500050560100A9">http://www.theccb.state.tx.us/index.cfm?objectid=989FE9A0-2213-11E8-BC500050560100A9</a>     |
| U.S. Virgin Islands |  | Unknown   |
| Utah                | Utah Division of Consumer Protection   | <a href="http://consumerprotection.utah.gov/complaints/index.html">http://consumerprotection.utah.gov/complaints/index.html</a>   |
| Vermont             | Vermont State Board of Education   | <a href="https://education.vermont.gov/documents/postsecondary-program-complaint-resolution">https://education.vermont.gov/documents/postsecondary-program-complaint-resolution</a>         |
| Virginia            | Private & Out-of-State Postsecondary Education, State Council of Higher Education for Virginia | <a href="http://schev.edu/index/students-and-parents/resources/student-complaints">http://schev.edu/index/students-and-parents/resources/student-complaints</a>                             |
| Washington          | Washington Student Achievement Council   | <a href="https://www.wsac.wa.gov/student-complaints">https://www.wsac.wa.gov/student-complaints</a>   |
|                     | Washington Workforce Training and Educ. Coord. Board   | <a href="http://www.wtb.wa.gov/PCS_Complaints.asp">http://www.wtb.wa.gov/PCS_Complaints.asp</a>   |
| West Virginia       | WV Higher Educ. Policy Commission  | <a href="http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf">http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf</a> |
|                     | WV Council for Community & Technical College Education   | <a href="http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf">http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf</a> |
| Wisconsin           | Wisconsin Educational Approval Board   | <a href="https://dsps.wi.gov/Pages/Programs/EducationalApproval/Student.aspx">https://dsps.wi.gov/Pages/Programs/EducationalApproval/Student.aspx</a>                                       |
| Wyoming             | Wyoming Department of Education  | <a href="https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/">https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/</a> |

\*Originally based upon the SHEEO (State Higher Education Executive Officers) "Compendium of (State Authorization) Laws and Regulatory Practices," this summary was created with support from WCET's (WICHE Cooperative for Educational Technologies) State Authorization Network. SHEEO and WCET collaborated in directing the work of NCHEMS (National Center for Higher Education Management Systems) in gathering, updating, and compiling the information.

For information on filing a complaint with the Middle States Commission on Higher Education, please visit <https://www.msche.org/complaints/>. The Commission expects individuals to attempt to resolve the issue through the institution's own published grievance procedures prior to submitting a complaint to the Commission.