

Student Complaint Information by State and Agency
July 2020

State/Territory	Agency Name	Link to and/or Information about Complaint Process
Alabama	Alabama Commission on Higher Education	https://ache.edu/ACHE_Reports/Forms/SARA/StudentComp.pdf
Alaska	Alaska Commission on Postsecondary Education	https://acpe.alaska.gov/ConsumerProtection
Arizona	Arizona State Board for Private Postsecondary Education	https://ppse.az.gov/complaint
Arkansas	Arkansas Department of Higher Education	https://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/
California	Bureau for Private Postsecondary Education	https://www.bppe.ca.gov/enforcement/complaint.shtml
Colorado	Colorado Department of Higher Education	https://higher.ed.colorado.gov/filing-student-complaint
Connecticut	Connecticut Office of Higher Education	http://www.ctohe.org/StudentComplaints.shtml
Delaware	The Delaware Higher Education Office, Delaware Department of Education	https://www.doe.k12.de.us/site/Default.aspx?PageID=2983
Florida	Florida Commission for Independent Education	http://www.fldoe.org/policy/cie/file-a-complaint.stml
Georgia	Georgia Nonpublic Postsecondary Education Commission	https://gnpec.georgia.gov/student-resources/student-complaints
Hawaii	Hawaii Postsecondary Education Authorization Program	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 Commission for Higher Education	http://www.in.gov/che/2744.htm
Iowa	Iowa College Student Aid Commission	https://www.iowacollegeaid.gov/StudentComplaintForm
Kansas	Kansas Board of Regents	https://kansasregents.org/academic-affairs/private-out-of-state/complaint-process
Kentucky	Kentucky Council on Postsecondary Education	http://cpe.ky.gov/campuses/consumer-complaint.html
Louisiana	Louisiana Board of Regents	https://regents.la.gov/students-parents/student-complaint-process/
Maine	Maine Department of Education - Higher Education	https://www.maine.gov/doe/learning/highered/sara
Maryland	Maryland Higher Education Commission	https://mhec.state.md.us/institutions_training/SiteAssets/Pages/colleges-universities/index/MHEC%20Complaint%20Process.pdf

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Massachusetts	Massachusetts Board of Higher Education	https://www.mass.edu/forstufam/documents/Final%20DHE%20Complaint%20Policy.pdf
Michigan	Michigan Department of Labor & Economic Opportunity	https://www.michigan.gov/leo/0,5863,7-336-78421_94422_2739---,00.html
Minnesota	Minnesota Office of Higher Education	http://www.ohe.state.mn.us/mPg.cfm?pageID=1078
Mississippi	Mississippi Commission on College Accreditation	http://www.mississippi.edu/mcca/student_complaint_process.asp
Missouri	Missouri Department of Higher Education	https://dhewd.mo.gov/DistanceEducation.php
Montana	Office of the Commissioner of Higher Education, Montana University System	https://mus.edu/MUS-Statement-of-Complaint-Process.html
Nebraska	Nebraska Coordinating Commission for Postsecondary Education	https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions
Nevada	Nevada Commission on Postsecondary Education	http://cpe.nv.gov/Students/Students_Home/
New Hampshire	New Hampshire Division of Educator Support and Higher Education	https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx
New Jersey	New Jersey Office of the Secretary of Higher Education	https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml
New Mexico	New Mexico Higher Education Department	https://hed.state.nm.us/students-parents/student-complaints
New York	Office of College and University Evaluation	http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university
North Carolina	The University of North Carolina System Office - Licensure Division	https://www.northcarolina.edu/post-secondary-education-complaints/
North Dakota	North Dakota University System	https://ndus.edu/state-authorization-sara/
Ohio	Ohio Department of Higher Education	https://www.ohiohighered.org/students/complaints
Oklahoma	Oklahoma State Regents for Higher Education	https://www.okhighered.org/current-college-students/complaints.shtml
Oregon	Oregon Higher Education Coordinating Commission	https://www.oregon.gov/highered/about/Pages/complaints.aspx
Pennsylvania	Pennsylvania Department of Education	https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/State-Authorization-Reciprocity-Agreement-
Rhode Island	Rhode Island Office of the Postsecondary Commissioner	https://www.riopc.edu/page/student_complaint/
South Carolina	South Carolina Commission on Higher Education	https://www.che.sc.gov/CHE_Docs/academicaffairs/license/Complaint_Procedures_and_Form.pdf

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South Dakota	South Dakota Secretary of State	https://consumer.sd.gov/complaintform.aspx
Tennessee	Tennessee Higher Education Commission	https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization.html
Texas	Texas Higher Education Coordinating Board	http://www.highered.texas.gov/links/student-complaints/
Utah	Utah Department of Commerce Division of Consumer Protection	https://dcp.utah.gov/complaints.html
Vermont	Vermont Agency of Education	https://education.vermont.gov/documents/postsecondary-program-complaint-resolution
Virginia	State Council of Higher Education for Virginia	http://www.schev.edu/index/students-and-parents/resources/student-complaints
Washington	Washington Student Achievement Council	https://wsac.wa.gov/student-complaints
West Virginia	West Virginia Higher Education Policy Commission	http://www.wvhpec.edu/wp-content/uploads/2019/07/Student-Complaint-Process.pdf
Wisconsin	Wisconsin Educational Approval Board	https://dsps.wi.gov/Pages/Programs/EducationalApproval/Student.aspx
Wyoming	Wyoming Department of Education	https://edu.wyoming.gov/blog/2018/12/06/student-complaint-form/
American Samoa	American Samoa Department of Education	https://www.doe.as/
District of Columbia	Higher Education Licensure Commission	https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints
Federated States of Micronesia	Department of Education	No information available.
Guam	Office of the Attorney General	http://oagguam.org/consumer-protection/
Marshall Islands	Scholarship Grant and Loan Board	No information available.
Northern Mariana Islands	Office of the Attorney General	https://www.cnmioag.org/divisions/consumer-protection/
Palau	Palau Community College	https://pcc.palau.edu/
Puerto Rico	Puerto Rico Council on Education	http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documentos/SARA/SARA Complaint Process.pdf
U.S. Virgin Islands	Virgin Islands Department of Education	No information available.