

**Student Complaint Information by State and Agency  
December 2013**

State	Agency Name	Link to and/or Information about Complaint Process
Alabama	Alabama Department of Postsecondary Education Office of Private School Licensing Division	Complaints for out of state institutions are referred to the licensing agency (ADPE) for response. <a href="http://www.accs.cc/complaintform.aspx">http://www.accs.cc/complaintform.aspx</a>
Alaska	Alaska Commission on Postsecondary Education	<a href="http://acpe.alaska.gov/EDUCATOR-SCHOOL/Postsecondary_Institutions/Consumer_Protection.aspx">http://acpe.alaska.gov/EDUCATOR-SCHOOL/Postsecondary_Institutions/Consumer_Protection.aspx</a>
Arizona	Arizona State Board for Private Postsecondary Education	<a href="http://azppse.state.az.us/student_info/compliance.asp">http://azppse.state.az.us/student_info/compliance.asp</a>
Arkansas	Arkansas Higher Education Coordinating Board	<a href="http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIXJ.pdf">http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIXJ.pdf</a> If the problem is not resolved at the school level, the student may then contact 501.371.2000.
California	Bureau for Private Postsecondary Education	<a href="http://www.bppe.ca.gov/enforcement/complaint.shtml">http://www.bppe.ca.gov/enforcement/complaint.shtml</a> <a href="http://www.bppe.ca.gov/forms_pubs/complaint.pdf">http://www.bppe.ca.gov/forms_pubs/complaint.pdf</a>
Colorado	Colorado Department of Higher Education	<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	<a href="http://www.doe.k12.de.us">www.doe.k12.de.us</a> ; Under Student, click on Colleges and Universities Authorized to Confer Degrees within Delaware.
Florida	Commission for Independent Education Florida Department of Education	<a href="http://www.fldoe.org/cie/complaint.asp">http://www.fldoe.org/cie/complaint.asp</a>
Georgia	Nonpublic Postsecondary Education Commission	<a href="http://www.gnpec.org/forms/pdf%20files/ComplaintProcess.pdf">http://www.gnpec.org/forms/pdf%20files/ComplaintProcess.pdf</a>
Hawaii	Hawaii Department of Education	No information available.
Idaho	Idaho Board of Education	<a href="http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp">http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp</a>
Illinois	Illinois State Board of Education Illinois Board of Higher Education	Institutional Complaint Hotline: 217.557.7359. The Board receives general information email at <a href="mailto:info@ibhe.org">info@ibhe.org</a> . Students seeking to register a complaint about an institution are required to submit the complaint in writing. Complaint processing as relates to maintenance of institutional approvals is described in 23 Illinois Administrative Rules Sections 1030.70 and 1030.80.
Indiana	Indiana Commission for Higher Education	<a href="http://www.in.gov/che/2744.htm">http://www.in.gov/che/2744.htm</a>
Iowa	Iowa College Student Aid Commission	<a href="http://www.iowacollegeaid.gov/constituentrequest.asp">http://www.iowacollegeaid.gov/constituentrequest.asp</a>
Kansas	Kansas Board of Regents	<a href="http://www.kansasregents.org/private_postsecondary_complaint_process">http://www.kansasregents.org/private_postsecondary_complaint_process</a> <a href="http://www.kansasregents.org/resources/PDF/524-ComplaintProcedureandForm.pdf">http://www.kansasregents.org/resources/PDF/524-ComplaintProcedureandForm.pdf</a>
Kentucky	Kentucky Council on Postsecondary Education	<a href="http://cpe.ky.gov/policies/academicpolicies/faqs-students.htm">http://cpe.ky.gov/policies/academicpolicies/faqs-students.htm</a>
Louisiana	Louisiana Board of Regents	Contact State Attorney General's Office of Consumer Protection. <a href="http://www.ag.state.la.us/Article.aspx?articleID=36&amp;catID=0">http://www.ag.state.la.us/Article.aspx?articleID=36&amp;catID=0</a>
Maine	Maine Department of Education Office of Higher Education Services	Contact Harry W. Osgood, Higher Education Specialist, Maine Department of Education, Augusta, Maine 04333, <a href="mailto:harry.osgood@maine.gov">harry.osgood@maine.gov</a> or 207.624.6846.
Maryland	Maryland Higher Education Commission	<a href="http://mhec.maryland.gov/career/pcs/gripe.asp">http://mhec.maryland.gov/career/pcs/gripe.asp</a>
Massachusetts	Massachusetts Board of Higher Education	<a href="http://www.mass.edu/forstudents/complaints/complaintprocess.asp">http://www.mass.edu/forstudents/complaints/complaintprocess.asp</a>
Michigan	Michigan Department of Energy, Labor & Economic Growth	<a href="http://www.michiganps.net/complaint.aspx">http://www.michiganps.net/complaint.aspx</a>
Minnesota	Minnesota Office of Higher Education	<a href="http://www.oh.e.state.mn.us/mPg.cfm?pageID=1078">http://www.oh.e.state.mn.us/mPg.cfm?pageID=1078</a>
Mississippi	Commission on College Accreditation	<a href="http://www.mississippi.edu/mcca/">http://www.mississippi.edu/mcca/</a> ; Click on "Student Complaint Form" for information and form.
Missouri	Missouri Department of Higher Education	<a href="http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRRESOLUTION-reviseddraft.pdf">http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRRESOLUTION-reviseddraft.pdf</a>

State	Agency Name	Link to and/or Information about Complaint Process
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 Coordinating Commission for Postsecondary Education	<a href="http://nebraskalegislature.gov/laws/statutes.php?statute=85-2418">http://nebraskalegislature.gov/laws/statutes.php?statute=85-2418</a>
Nevada	Nevada Commission on Postsecondary Education	<a href="http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm">http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm</a>
New Hampshire	New Hampshire Postsecondary Education Commission	<a href="http://www.education.nh.gov/highered/colleges/index.htm">http://www.education.nh.gov/highered/colleges/index.htm</a>
New Jersey	New Jersey Commission on Higher Education	No information available.
New Mexico	New Mexico Higher Education Department	<a href="http://www.hed.state.nm.us/Complaint_3.aspx">http://www.hed.state.nm.us/Complaint_3.aspx</a>
New York	Office of College and University Evaluation	<a href="http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html">http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</a> <a href="http://www.highered.nysed.gov/ocue/spr/documents/COMPLAINTFORM.pdf">http://www.highered.nysed.gov/ocue/spr/documents/COMPLAINTFORM.pdf</a>
North Carolina	The University of North Carolina Board of Governors	If the complaint cannot be resolved after exhausting the institution's grievance procedure, the individual may file a complaint with the following office: Post-Secondary Education Complaints, c/o Assistant Director of Licensure and Workforce Studies, University of North Carolina General Administration. 910 Raleigh Road, Chapel Hill, NC 27514, studentcomplaint@northcarolina.edu or 919.962.4558. The individual may contact UNC General Administration for further details.
North Dakota	North Dakota State Board for Career and Technical Education	Complaints related to authorized institutions are handled by CTE staff. Complaints related to exempt/unauthorized institutions are handled by the AG's Office. Complaints related to authorized schools can be filed with the ND Department of Career and Technical Education. Contact Parrell D. Grossman, Director, Office of Attorney General Consumer Protection and Antitrust Division, Gateway Professional Center, 1050 East Interstate Avenue, Ste. 200, Bismarck, ND 58503, pgrossman@nd.gov or 701.328.5570.
Ohio	The Ohio Board of Regents	The agency does receive student complaints. Students are encouraged to try to resolve their issue through their institution's formal grievance procedures. If the student's issue is not resolved through this process, the agency may then contact the institution on the student's behalf and request that the institution work with the student to resolve the issue. If the grievance involves an issue that violates the agency's standards for authorization, the agency would contact the institution to determine the severity of the issue and what agency action would be taken.
Oklahoma	Oklahoma State Regents for Higher Education	Current and prospective student complaints are handled through OSRHE Academic Affairs Office by reviewing the circumstances of the complaint and providing the individual with contact information for the most appropriate campus office with the authority to resolve the complaint. If the individual has exhausted the process for review and appeal at the institution and believes the complaint is unresolved, OSRHE staff requests permission to contact the institution on their behalf to identify any possible resolution. OSRHE staff remains in contact with the student to determine if their issue has been resolved or adequately addressed.
Oregon	Office of Degree Authorization	All complaints about schools under our regulatory jurisdiction or an exempt status approved by this office are handled by ODA staff. Complaints about exempt schools are referred to the Attorney General's office. Contact Jennifer Diallo, Interim Administrator, Office of Degree Authorization, jennifer.l.diallo@state.or.us or 541.687.7478.
Pennsylvania	Department of Education	<a href="http://www.education.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474">http://www.education.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474</a>
Rhode Island	Rhode Island Board of Governors for Higher Education	<a href="http://www.ribghe.org/8a1031912.pdf">http://www.ribghe.org/8a1031912.pdf</a>
South Carolina	South Carolina Commission on Higher Education	Go to <a href="http://www.che.sc.gov/">http://www.che.sc.gov/</a> and type complaints in the search box to access the appropriate information and form.
South Dakota	South Dakota Board of Regents	<a href="http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx">http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx</a>
Tennessee	Tennessee Higher Education Commission	<a href="http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/Complaint_Form.rtf">http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/Complaint_Form.rtf</a>

State	Agency Name	Link to and/or Information about Complaint Process
Texas	Texas Workforce Commission and the Texas Higher Education Coordinating Board	Student Complaint Page with description of complaint procedure and form: <a href="http://www.theccb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D">http://www.theccb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D</a> Title 19 of the Texas Administrative Code, Sections 1.110-1.120: <a href="http://info.sos.state.tx.us/pls/pub/readtac\$ext.ViewTAC?tac_view=5&amp;ti=19&amp;pt=1&amp;ch=1&amp;sch=E&amp;rl=Y">http://info.sos.state.tx.us/pls/pub/readtac\$ext.ViewTAC?tac_view=5&amp;ti=19&amp;pt=1&amp;ch=1&amp;sch=E&amp;rl=Y</a>
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="http://education.vermont.gov/documents/EDU-Complaint_Resolution_Statement_for_Postsecondary_Education_Matters.pdf">http://education.vermont.gov/documents/EDU-Complaint_Resolution_Statement_for_Postsecondary_Education_Matters.pdf</a>
Virginia	Private & Out-of-State Postsecondary Education, State Council of Higher Education for Virginia	<a href="http://www.schev.edu/forms/StudentComplaintInformation.pdf">http://www.schev.edu/forms/StudentComplaintInformation.pdf</a>
Washington	Washington Student Achievement Council	Students may submit a formal complaint to the WSAC, provided it is against an institution authorized by the WSAC and is within one year of the last date of attendance. Contact Karen Oelschlager, Program Associate, WSAC, P.O. Box 43430, Olympia, WA 98504-3430, karen@wsac.wa.gov or 360.753.7869.
West Virginia	West Virginia Higher Education Policy Commission	<a href="http://wvhepcnew.wvnet.edu/index.php?option=com_content&amp;task=view&amp;id=224">http://wvhepcnew.wvnet.edu/index.php?option=com_content&amp;task=view&amp;id=224</a>
Wisconsin	Wisconsin Educational Approval Board	<a href="http://eab.state.wi.us/resources/complaint.asp">http://eab.state.wi.us/resources/complaint.asp</a>
Wyoming	Wyoming Department of Education	<a href="http://edu.wyoming.gov/programs/schools/private_school_licensing.aspx">http://edu.wyoming.gov/programs/schools/private_school_licensing.aspx</a>

#### U.S. Districts and Territories

Name	Agency Name	Link to and/or Information about Complaint Process
American Samoa	Board of Education	No information available.
District of Columbia	Education Licensure Commission	<a href="http://osse.dc.gov/service/public-complaints">http://osse.dc.gov/service/public-complaints</a>
Federated States of Micronesia	Department of Education	No information available.
Guam	Board of Regents	No information available.
Marshall Islands	Scholarship Grant and Loan Board	No information available.
Northern Mariana Islands	Commissioner of Education	No information available.
Palau	Board of Education	No information available.
Puerto Rico	Puerto Rico Council on Education	For IHEs: Chapter XIII at <a href="http://www.gobierno.pr/NR/ronlyres/F15F15DF-A8C1-4341-A752-4490FF6791A3/0/REGLAMENTO_EN_INGLES_OTORGAMINETO_DO_DICENCIAS_A_IES_DE_PR.pdf">http://www.gobierno.pr/NR/ronlyres/F15F15DF-A8C1-4341-A752-4490FF6791A3/0/REGLAMENTO_EN_INGLES_OTORGAMINETO_DO_DICENCIAS_A_IES_DE_PR.pdf</a>
U.S. Virgin Islands	Department of Education	No information available.