

# State Contact Information for Student Complaints

## Alabama:

### Commission on Higher Education

Alabama Commission on Higher Education, P.O. Box 302000  
Montgomery, AL 36130-2000  
[www.ache.state.al.us/federal-reg.pdf](http://www.ache.state.al.us/federal-reg.pdf)

### Department of Postsecondary Education

Alabama Department of Postsecondary Education,  
P.O. Box 302130  
Montgomery, AL 36130-2130  
<http://www.accs.cc/complaintform.aspx>

## Alaska:

### Alaska Commission on Postsecondary Education

PO Box 110505  
Juneau, AK 99811-0505  
EED.ACPE-IA@alaska.gov

<http://akadvantage.alaska.gov/EDUCATOR-SCHOOL/PostsecondaryInstitutions/ConsumerProtection.aspx>

## Arizona:

### Arizona State Board for Private Postsecondary Education

1400 W. Washington Street, Room 260  
Phoenix, AZ 85007  
<http://azppse.gov/studentinfo/compliance.asp>

## Arkansas:

### Arkansas Higher Education Coordination Board

Arkansas Department of Higher Education  
114 East Capitol Ave.  
Little Rock, AR 72201  
ADHE\_Info@adhe.edu  
<http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/Delores/APPENDIX%20J%20Student%20Grievance%20complaint%20process%20%20new.pdf>

### Arkansas State Board of Private Career Education

501 Woodlane, Suite 312S  
Little Rock, AR 72201  
sbpce@arkansas.gov  
<http://sbpce.arkansas.gov/students/Pages/complaintProcess.aspx>

# State Contact Information for Student Complaints

## California:

### Approved Institutions:

California Bureau for Private Postsecondary Education  
P.O. Box 980818  
W. Sacramento, CA 95798-08118  
bppe@dca.ca.gov  
<http://www.bppe.ca.gov/formspubs/complaint.pdf>

### Exempt Institutions

**Attorney General's Office**  
California Department of Justice  
Attn: Public Inquiry Unit  
P.O. Box 9044255  
Sacramento, CA 94244-2550  
<http://ag.ca.gov/contact/complaintform.php?cmplt=PL>

## Colorado:

**Colorado Department of Higher Education**  
1560 Broadway, Suite 1600  
Denver, CO 80202  
<http://higher.ed.colorado.gov/Academics/Complaints/default.html>  
<http://higher.ed.colorado.gov/DPOS/Students/complaint.html>

## Connecticut:

**Connecticut Office of Financial and Academic Affairs for Higher Education**  
61 Woodland Street  
Hartford, CT 06105-2326  
860.947.1800  
info@ctdhe.org

Non-degree institutions: <http://ctdhe.org/POSA/pdf/CP2ComplaintForm.pdf>

**Connecticut Department of Consumer Protection**  
65 Capitol Avenue, Room 110  
Hartford, CT 06106  
Consumer Complaint Hotline: 800.842.2649  
trade.practices@ct.gov  
[http://www.ct.gov/dcp/lib/dcp/Consumer\\_Statement\\_CPFR-2.pdf](http://www.ct.gov/dcp/lib/dcp/Consumer_Statement_CPFR-2.pdf)

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## Delaware:

**Delaware Higher Education Office**  
Carvel State Office Building  
820 N. French Street 5<sup>th</sup> Floor  
Wilmington, DE 19801-3509  
dheo@doe.k12.de.us

**Delaware Attorney General**  
Consumer Protection Wilmington  
820 N. French Street 5<sup>th</sup> Floor  
Wilmington, DE 19801  
consumer.protection@state.de.us

## District of Columbia:

**District of Columbia Office of the State Superintendent of Education**  
Education Licensure Commission  
810 First Street NE 9<sup>th</sup> Floor  
Washington, DC 20002  
[http://osse.dc.gov/sites/default/files/dc/sites/osse/publication/attachments/complaint\\_form\\_4\\_11.pdf](http://osse.dc.gov/sites/default/files/dc/sites/osse/publication/attachments/complaint_form_4_11.pdf)

## Florida:

**Florida Commission for Independent Education**  
325 W. Gaines Street, Suite 1414  
Tallahassee, FL 32399-0400  
<http://www.fldoe.org/cie/complaint.asp>

## Georgia:

**Georgia Nonpublic Postsecondary Education Commission**  
2082 E. Exchange Pl. #220  
Tucker, GA 30084-5334  
<http://rules.sos.state.ga.us/docs/392/5/06.pdf>

## Hawaii:

**Hawaii State Board of Education**  
P.O. Box 2360  
Honolulu, HI 96804  
ocp@dcca.hawaii.gov  
<http://hawaii.gov/dcca/ocp/consumercomplaint>

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## 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

## Illinois:

### Board of Higher Education

Illinois Board of Higher Education  
431 East Adams 2<sup>nd</sup> Floor  
Springfield, IL 62701-1404  
Institutional Complaint Hotline: 217.557.7359  
info@ibhe.org

## Indiana:

### Indiana Board for Proprietary Education

Attn: Director of Regulatory Compliance  
302 W Washington Street Room E201  
Indianapolis, IN 46204  
<http://www.in.gov/che/2744.htm>

### Department of Workforce Development, Office of Career and Technical Schools

Complaint Adjudicator  
DWD/Office of Career and Technical Schools  
10 N. Senate Avenue Suite 203  
Indianapolis, IN 46204  
<http://www.in.gov/dwd/files/StudenComplaintForm.pdf>

## Iowa:

### Iowa Student Aid Commission

603 E. 12<sup>th</sup> Street 5<sup>th</sup> Floor  
Des Moines, IA 50319  
info@iowacollegeaid.gov  
<https://apps.iowacollegeaid.gov/marketing/docs/constituentrequestform.pdf>

# State Contact Information for Student Complaints

## **Kansas:**

### **Kansas Board of Regents**

1000 SW Jackson Street Suite 520

Topeka, KS 66612-1368

<http://www.kansasregents.org/resources/PDF/524-ComplaintProcedureandForm.pdf>

## **Kentucky:**

### **Kentucky Council on Postsecondary Education**

1024 Capital Center Dr. #320

Frankfort, KY 40601-7512

Sarah.levy@ky.gov

### **Office of the Attorney General**

Capitol Suite 118 700 Capitol Avenue

Frankfort, KY 40601-3449

consumer.protection@ag.ky.gov

[http://ag.ky.gov/civil/consumerprotection/complaints/Lists/consumer\\_complaint/form.aspx](http://ag.ky.gov/civil/consumerprotection/complaints/Lists/consumer_complaint/form.aspx)

### **Kentucky Commission on Proprietary Education**

911 Leawood Drive

Frankfort, KY 40601-3319

<http://www.bpe.ky.gov/Applications%20and%20Forms/Form%20to%20File%20a%20Complaint.pdf>

## **Louisiana:**

### **Louisiana Attorney General Office, Consumer Protection Section**

Louisiana Attorney General Office

P.O.Box 94005

Baton Rouge, LA 70804

800.351.4889 or 225.326.6465

<http://www.ag.state.la.us/Complaint.aspx?articleID=16&catID=15>

### **Louisiana Board of Regents**

Louisiana Board of Regents

Attn: Nancy Beall or Dr. Larry Trembly

P.O. Box 3677

Baton Rouge, LA 70821-3677

<http://regents.louisiana.gov/assets/docs/ProprietarySchools/StudentComplaintProcedure.pdf>

## State Contact Information for Student Complaints

### **Maine:**

#### **Maine Department of Education**

Harry Osgood-Complaints  
23 State House Station  
Augusta, ME 04333-0023  
harry.osgood@maine.gov

#### **Maine Attorney General, Consumer Protection Division**

6 State House Station  
Augusta, ME 04333  
[http://www.maine.gov/ag/consumer/complaints/complaint\\_form.shtml](http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml)

### **Maryland:**

#### **Maryland Higher Education Commission**

6 North Liberty Street 10<sup>th</sup> Floor  
Baltimore, MD 21201  
410.767.3388  
<http://www.mhec.state.md.us/higherEd/acadAff/MHECStudentComplaintProcess.pdf>

### **Massachusetts:**

#### **Massachusetts Board of Higher Education**

One-Ashburton Place Room 1401  
Boston, MA 02108  
<http://www.mass.edu/forstudents/complaints/complaintprocess.asp>

#### **Massachusetts Division of Professional Licensure**

Office of Private Occupational School Education  
1000 Washington Street  
Boston, MA 02118  
<http://www.mass.gov/ocabr/docs/dpl/complaint.pdf>

### **Michigan:**

#### **Michigan Department of Licensing and Regulatory Affairs, Bureau of Commercial Services, Licensing Division**

Proprietary School Unit Staff  
201 N. Washington Sq.  
Lansing, MI 48913  
<http://www.michiganps.net/complaint.aspx>

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## Minnesota:

### Minnesota Office of Higher Education

1450 Energy Park Drive Suite 350  
St. Paul, MN 55108-5227

<http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

## Mississippi:

### Mississippi Commission on College Accreditation

3825 Ridgewood Road  
Jackson, MS 39211-6453

<http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf>

### Consumer Protection Division

Office of the Attorney General  
P.O. Box 22947  
Jackson, MS 39225-2947

<http://www.ago.state.ms.us/index.php/contact>

[http://www.ago.state.ms.us/images/uploads/forms/MSAGO\\_Complaint\\_Form.pdf](http://www.ago.state.ms.us/images/uploads/forms/MSAGO_Complaint_Form.pdf)

### Mississippi Commission of Proprietary Schools and College Registration

3825 Ridgewood Road  
Jackson, MS 39211-6453

<http://www.sbcjc.cc.ms.us/pdfs/pg/PSComplaintForm.pdf>

## Missouri:

### Missouri Department of Higher Education

205 Jefferson Street  
P.O. Box 1469  
Jefferson City, MO 65102-1469  
info@dhe.mo.gov

<http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>

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## Montana:

### Montana Board of Regents

Office of Commissioner of Higher Education  
Montana University System  
2500 Broadway Street  
P.O. Box 203201  
Helena, MT 59620-3201

### Montana Office of Consumer Protection

2225 11<sup>th</sup> Avenue  
P.O. Box 200151  
Helena, MT 59620-3201  
contactocp@mt.gov  
<https://doj.mt.gov/wp-content/uploads/2011/05/complaintform3.pdf>

## Nebraska:

### Nebraska Coordinating Commission for Postsecondary Education

P.O. Box 95005  
Lincoln, NE 68509-5005

### Nebraska Attorney General

Consumer Protection Division  
21115 State Capitol  
Lincoln, NE 68209  
Hotline: 800.727.6432  
[http://www.ago.ne.gov/consumer/emailforms/consumer\\_complaint.htm](http://www.ago.ne.gov/consumer/emailforms/consumer_complaint.htm)

### Nebraska Department of Education Private Postsecondary Career Schools

Investigations Office  
301 Centennial Mall South  
P.O. Box 98987  
Lincoln, NE 68509-4987  
<http://www.education.ne.gov/PPCS/PDF%20Folders/PDF%20Documents/PPCS%20Forms/Complaint-form.pdf>

## Nevada:

### Nevada Commission on Postsecondary Education

3663 East Sunset Road Suite 202  
Las Vegas, NV 89120  
<http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>



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## **New Hampshire:**

### **New Hampshire Department of Education**

Stephen Berwick, Coordinator, Dispute Resolution and Constituent Complaints  
101 Pleasant Street  
Concord, NH 03301  
603.271.2299  
Stephen.Berwick@doe.nh.gov

## **New Jersey:**

### **Secretary of Higher Education**

New Jersey Higher Education  
P.O. Box 542  
Trenton, NJ 08625  
njche@che.state.nj.us

### **New Jersey Division of Consumer Affairs**

124 Halsey Street  
Newark, NJ 07102  
<http://www.nj.gov/oag/ca/complaint/ocp.pdf>

### **New Jersey Department of labor and Workforce development**

1 John Fitch Plaza  
P.O. Box 110  
Trenton, NJ 08625-0110  
schoolapprovalunit@dol.state.nj.us  
[http://lwd.dol.state.nj.us/labor/forms\\_pdfs/coei/SAU/Conflict%20Resolution%20Questionnaire.pdf](http://lwd.dol.state.nj.us/labor/forms_pdfs/coei/SAU/Conflict%20Resolution%20Questionnaire.pdf)

## **New Mexico:**

### **New Mexico Higher Education Department**

2048 Galisteo  
Santa Fe, NM 87505  
[http://www.hed.state.nm.us/Complaint\\_3.aspx](http://www.hed.state.nm.us/Complaint_3.aspx)

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## **New York:**

### **Office of College and University Evaluation**

New York Office of College and University Evaluation

New York State Education Department

5 North Mezzanine

Albany, NY 12234

ocueinfo@mail.nysed.gov

<http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

### **New York Bureau of Proprietary School Supervision**

New York State Education Department

99 Washington Avenue Room 1613 OCP

Albany, NY 12234

<http://www.acces.nysed.gov/bpss/students/documents/ComplaintForm.pdf>

<http://www.acces.nysed.gov/bpss/students/disclos.htm>

## **North Carolina:**

### **Board of Governors for the University of North Carolina**

Postsecondary Education Complaints

c/o Assistant Director of Licensure and Workforce

University of North Carolina General Administration

910 Raleigh Road

Chapel Hill, NC 27514

studentcomplaint@northcarolina.edu

<http://www.ncdoj.gov/getdoc/59be4357-41f3-4377-b10f-3e8bd532da5f/Complaint-Form.aspx>

[http://www.northcarolina.edu/aa\\_planning/licensure/resources.htm](http://www.northcarolina.edu/aa_planning/licensure/resources.htm)

### **Community College System Office of Proprietary Schools**

North Carolina Community College System office of Proprietary Schools

200 west Jones St.

Raleigh, NC 27603

[http://www.nccommunitycolleges.edu/Proprietary\\_Schools/docs/PDFFiles/StdCompltForm.pdf](http://www.nccommunitycolleges.edu/Proprietary_Schools/docs/PDFFiles/StdCompltForm.pdf)

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# State Contact Information for Student Complaints

## **Ohio:**

### **Ohio Board of Regents**

30 East Broad Street 36<sup>th</sup> Floor  
Columbus, OH 43215-3414

### **Ohio Attorney General Consumer Protection Section**

30 E. Broad Street 14<sup>th</sup> Floor  
Columbus, OH 43215-3400  
<http://www.ohioattorneygeneral.gov/consumercomplaint>

### **Ohio State Board of Career Colleges and Schools**

30 East Broad Street Suite 2481  
Columbus, OH 43215  
<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

## **Oklahoma:**

### **Oklahoma State Regents for Higher Education**

655 Research Parkway Suite 200  
Oklahoma City, OK 73104

### **Oklahoma Office of the Attorney General Consumer Protection Unit**

Attn: Investigative Analyst  
313 NE 21<sup>st</sup> Street  
Oklahoma City, OK 73105  
<http://www.oag.state.ok.us/oagweb.nsf/ccomp.html>

### **Oklahoma State Board of Private Vocational Schools**

3700 Classen Boulevard Suite 250  
Oklahoma City, OK 73118-2864

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## Oregon:

**Oregon Higher Education Coordinating Commission**  
1500 Valley River Drive Suite 100  
Eugene, OR 97401

**Oregon Attorney General**  
Financial Fraud/Consumer Protection Section  
1162 Court St. NE  
Salem, OR 97301-4096  
<http://www.doj.state.or.us/finfraud/pdf/concompform.pdf>

**Oregon Department of Education Private Career Schools Office**  
255 Capitol Street NE  
Salem, OR 97310-0203  
<http://www.ode.state.or.us/search/page/?id=325>

## Pennsylvania:

**Pennsylvania Department of Education**  
333 Market Street  
Harrisburg, PA 17126-0333  
[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)

**Office of Attorney General Bureau of Consumer Protection**  
14<sup>th</sup> Floor Strawberry Square  
Harrisburg, PA 17120  
[http://www.attorneygeneral.gov/uploadedFiles/Complaints/BCP\\_Complaint\\_Form.pdf](http://www.attorneygeneral.gov/uploadedFiles/Complaints/BCP_Complaint_Form.pdf)

## Rhode Island:

**Rhode Island Board of Governors for Higher Education**  
Shepard Building, 80 Washington Street  
Providence, RI 02903

**Rhode Island Department of Attorney General Consumer Protection Unit**  
150 South Main Street  
Providence, RI 02903  
<http://www.riag.state.ri.us/documents/consumer/ConsumerComplaintForm.pdf>

<http://www.ribghe.org/8a1031912.pdf>

# State Contact Information for Student Complaints

## South Dakota:

### South Dakota Secretary of State Jason M. Grant

State Capitol  
500 East Capitol Avenue  
Pierre, SD 57501-5070  
sdsos@state.sd.us

### South Dakota Office of Attorney General Division of Consumer Protection

1302 E Hwy 14 Suite 3  
Pierre, SD 57501-8053  
<http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx>

## Tennessee:

### Tennessee Higher Education Commission

404 James Robertson Parkway Suite 1900  
Nashville, TN 37243  
<https://www.oag.state.tx.us/consumer/complaintform.pdf>

## Texas:

### Higher Education Coordinating Board

Texas Higher Education Coordinating Board  
1200 E. Anderson Lane  
Austin, TX 78752

### Office of the Attorney General

Consumer Protection Division  
P.O. Box 12548  
Austin, TX 78711-2548  
<https://www.oag.state.tx.us/consumer/complaintform.pdf>

### Texas Workforce Commission

Career Schools and Colleges-Room 226-T  
101 East 15<sup>th</sup> Street  
Austin, TX 78778-0001  
<http://www.twc.state.tx.us/svcs/propschools/ps401a.pdf>

Additional Complaint Information available at:

<http://www.twc.state.tx.us/svcs/propschools/problem-school.html>

# State Contact Information for Student Complaints

## Utah:

### Utah Division of Consumer Protection

160 East 300 South

Salt Lake City, UT 84111

consumerprotection@utah.gov

<http://consumerprotection.utah.gov/complaints/index.html>

## Vermont:

### Vermont Department of Education, State Board of Education

120 State Street

Montpelier, VT 05620-2501

[http://education.vermont.gov/new/pdfdoc/pgm\\_postsecondary/EDU-Complaint\\_Resolution\\_Statement\\_for\\_Postsecondary\\_Education\\_Matters.pdf](http://education.vermont.gov/new/pdfdoc/pgm_postsecondary/EDU-Complaint_Resolution_Statement_for_Postsecondary_Education_Matters.pdf)

### Vermont Attorney General's Office

109 State Street

Montpelier, VT 05609-1001

## Virginia:

### State Council of Higher Education for Virginia

101 N. 14<sup>th</sup> Street, James Monroe Building

Richmond, VA 23219

communications@schev.edu

<http://www.schev.edu/students/studentcomplaint.asp>

## Washington:

### Washington Student Achievement Council

917 Lakeride Way

P.O. Box 43430

Olympia, WA 98504-3430

dainfo@wsac.wa.gov

<http://www.wsac.wa.gov/ConsumerProtection>

### Washington Workforce Training and Education Coordinating Board

128 10<sup>th</sup> Avenue SW

P.O. Box 43105

Olympia, WA 98504-3105

workforce@wtb.wa.gov

[http://www.wtb.wa.gov/PCS\\_Complaints.asp](http://www.wtb.wa.gov/PCS_Complaints.asp)

# State Contact Information for Student Complaints

## West Virginia:

**West Virginia Higher Education Policy Commission**  
1018 Kanawha Blvd E. Suite 700  
Charleston, WV 25301-2800

**West Virginia Office of the Attorney General**  
Consumer Protection Division  
P.O. Box 1789  
Charleston, WV 25326-1789  
<http://www.wvago.gov/pdf/general-consumer-complaint-form.pdf>

**Community and Technical College System of West Virginia**  
1018 Kanawha Blvd. E Suite 700  
Charleston, WV 25301

## Wisconsin:

**Wisconsin Educational Approval Board**  
201 W. Washington Avenue 3<sup>rd</sup> Floor,  
P.O. Box 8696  
Madison, WI 53708  
eabmail@eab.wisconsin.gov  
<http://eab.state.wi.us/resources/complaint.asp>

## Wyoming:

**Wyoming Department of Education**  
2300 Capitol Avenue Hathaway Building 2<sup>nd</sup> Floor  
Cheyenne, WY 82002-0050

**Attorney General's Office**  
123 Capitol Building, 200 W. 24<sup>th</sup> Street  
Cheyenne, WY 82002

# State Contact Information for Student Complaints

## **Puerto Rico:**

### **Puerto Rico Council on Higher Education**

P.O. Box 1900  
San Juan, PR 00910-1900

### **Puerto Rico Department of Justice**

P.O. Box 9020192  
San Juan, PR 00902-0192

**Guam:** Not yet Developed

## **Virgin Islands:**

Government of the United States Virgin Islands  
Department of Education Office of the Commissioner  
1834 Kongens Gade  
St. Thomas, V.I. 00802