

Student Complaint Information by State and Agency

Updated May 2024

Please note: Whenever possible this report used information provided by the state agency and originally through the no longer live SHEEO Survey. Links were verified as working in May 2024

State	Agency Name	Agency Contact Information	Link to and/or Information about Complaint Process (for in-state complaints and activities outside of SARA)
Alabama	Alabama Commission on Higher Education – Office of Institutional Effectiveness and Planning	Alabama Commission on Higher Education P.O. Box 302000 Montgomery, AL 36130-2000 Telephone: (334) 242-1998 Fax: (334) 242-0268	https://www.ache.edu/wp-content/State%20Auth/federal-reg.pdf
Alabama	Alabama Department of Postsecondary Education - Office of Private School Licensing Division	The Alabama Community College System 135 South Union Street Montgomery, AL 36104-4340 P.O. Box 302130 Montgomery, AL 36130-2130 Phone: 334.293.4500 Fax: 334.293.4526	https://www.accs.edu/about-accs/private-school-licensure/complaints/
Alaska	Alaska Commission on Postsecondary Education	Alaska Commission on Post-Secondary Education P.O. Box 110505 Juneau, AK 99811-0505 Telephone: (907) 465-2962 Fax: (907) 465-5316	https://acpe.alaska.gov/ConsumerProtection?_ga=2.133817806.1943406557.1670863699-1935522952.1667573704
Arizona	Arizona State Board for Private Postsecondary Education	Arizona State Board for Private Post-Secondary Education 1400 W. Washington Street, Room 260 Phoenix, AZ 85007 Telephone: (602) 542-5709 Fax: (602) 542-1253	https://ppse.az.gov/sites/default/files/2022-09/Student%20Complaint%20Form%20%281%29.pdf

Arkansas	Arkansas Department of Higher Education	Arkansas Higher Education Coordinating Board Arkansas Department of Higher Education 114 East Capitol Avenue Little Rock, AR 72201 Telephone: (501) 371-2000 Email: ADHE_Info@adhe.edu	https://appengine.egov.com/apps/ar/pce/form-8040
Arkansas	Arkansas State Board of Private Career Education	Arkansas Division of Higher Education 101 E. Capitol Ave., Suite 300 Little Rock, AR 72201 Telephone: (501) 371-2000 Email: finaid@adhe.edu	https://adhe.edu/students-parents/student-grievance-form
California	Bureau for Private Postsecondary Education	California Bureau For Private Post-Secondary Education P.O. Box 980818 W. Sacramento, CA 95798-0818 Telephone: (916) 431-6959 Fax: (916) 263-1895	http://www.bppe.ca.gov/enforcement/complaint.shtml
Colorado	Colorado Department of Higher Education	Colorado Department of Higher Education 1560 Broadway, Suite 1600 Denver, CO 80202 Telephone: (303) 866-2723 Fax: (303) 866-4266	https://highered.colorado.gov/students/how-do-i/file-a-student-complaint
Connecticut	The Office of Financial and Academic Affairs for Higher Education	Colorado Department of Higher Education 1600 Broadway, Suite 2200 Denver, CO 80202 Telephone: (303) 862-3001 Fax: (303) 996-1329	https://www.ohe.ct.gov/StudentComplaints.shtml
Delaware	Delaware Department of Education	Delaware Department of Education Delaware Higher Education Office John G. Townsend Building	https://education.delaware.gov/families/college-career-life/college-scholarship-financial-aid/dheo-forms/student-complaint-inquiry-form/

		401 Federal Street Dover, DE 19901 Telephone: (302) 735-4000 Fax: (302) 739-4654	
District of Columbia	Education Licensure Commission	District of Columbia Office of the State Superintendent of Education Education Licensure Commission 810 First Street, NE, 9th Floor Washington, DC 20002 Telephone: (202) 442-4343 Alternative Telephone: (202) 442-4465	https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints
Florida	Commission for Independent Education- Department of Education	Florida Commission on Independent Education 325 W. Gaines Street, Suite 1414 Tallahassee, FL 32399-0400 Telephone: (850) 245-0505 Fax: (850) 245-9667	https://www.fldoe.org/schools/higher-ed/fl-college-system/about-us/concerns-complaints.stml
Georgia	Nonpublic Postsecondary Education Commission	Georgia Nonpublic Post-Secondary Education Commission 2082 East Exchange Place #220 Tucker, GA 30084-5334 Telephone: (770) 414-3300 Fax: (770) 414-3309	https://gnpec.georgia.gov/student-resources/complaints-against-institution
Hawaii	Hawaii Post-Secondary Education Authorization Program	Hawaii State Board of Education P.O. Box 2360 Honolulu, HI 96804 Telephone: (808) 586-7327 Fax: (808) 933-8845 Email: hpeap@dcca.hawaii.gov	http://cca.hawaii.gov/hpeap/student-complaint-process/
Idaho	Idaho State Board of Education	Idaho State Board of Education Attn: State Coordinator for Private Colleges and Proprietary Schools P.O. Box 83720 Boise, ID 83720-0037 Telephone: (208) 334-2270	https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/

		Fax: (208) 334-2632 Email: board@osbe.idaho.gov	
Illinois	Illinois Board of Higher Education	Associate Director for Diversity and Outreach Illinois Board of Higher Education 1 N. Old State Capitol Plaza, Suite 333 Springfield, IL 62701-1377 Telephone: (217) 782-2551 Fax: (217) 782-8548	https://complaints.ibhe.org/
Indiana	Indiana Commission for Higher Education	Academic Programs Manager Indiana Commission for Higher Education 101 West Ohio Street, Suite 550 Indianapolis, IN 46204-1984 Telephone: (317) 232-1320 Fax: (317) 233-4219	http://www.in.gov/che/2744.htm
Indiana	Indiana Department of Workforce Development Office for Career and Technical Schools	Indiana Department of Workforce Development Office for Career and Technical Schools Indiana Government Center South 10 North Senate Avenue Indianapolis, IN 46204 Telephone: 1-800-891-6499	https://www.in.gov/dwd/career-training-adult-ed/octs/#tab-665625-Consumer_Information
Iowa	Iowa College Student Aid Commission	Iowa College Student Aid Commission 430 East Grand Avenue, FL 3 Des Moines, IA 50309 Telephone: (515) 725-3400 Fax: (515) 725-3401	https://iowacollegeaid.gov/StudentComplaintForm
Kansas	Kansas Board of Regents	Kansas Board of Regents 1000 SW Jackson Street, Suite 520 Topeka, KS 66612-1368 Telephone: (785) 296-4917	https://www.kansasregents.org/students/university_student_complaints?highlight=WyJzdHVkZW50liwiY29tcGxhaW50llo= and

		Fax: (785) 296-7052	http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process
Kentucky	Kentucky Council on Postsecondary Education	CPE Consumer Complaint Council on Post-Secondary Education 1024 Capital Center Drive, Suite 320 Frankfort, KY 40601 Telephone: (502) 573-1555 Fax: (502) 573-1535	http://cpe.ky.gov/campuses/consumer_complaint.html
Kentucky	Kentucky Commission on Proprietary Education	Kentucky Commission On Proprietary Education 500 Mero Street, 4th Floor , Frankfort, Kentucky 40601 Telephone: 502-564-4185	https://kcpe.ky.gov/Documents/FormtoFileaComplaint.pdf
Louisiana	Louisiana Board of Regents	SARA Student Complaints Louisiana Board of Regents P.O. Box 3677 Baton Rouge, LA 70821-3677 Telephone: (225) 342-4253 Fax: (225) 342-9318	https://www.laregents.edu/student-complaint-process/ and http://www.regents.la.gov/page/proprietary-schools
Maine	Maine Department of Education, Office of Higher Education Services	SARA Complaints Maine Department of Education 23 State House Station Augusta, ME 04333-0023 Telephone: (207) 624-6600 Fax: (207) 624-6700	https://www.maine.gov/doe/learning/highered/sara
Maryland	Maryland Higher Education Commission	Consumer Protection Division Office of Attorney General 200 Saint Paul Place Baltimore, MD 21202 Telephone: (410) 260-4500 Fax: (800) 974-0203	https://mhec.maryland.gov/institutions_training/Pages/career/pcs/complaint.aspx
Massachusetts	Massachusetts Division of Professional	Office of Private Occupational School Education	http://www.mass.gov/ocabr/government/oca-agencies/dpl-ip/schools/students/information-for-students.html

	Licensure Office of Private Occupational School Education	1000 Washington Street, 7th Floor, Boston, MA 02118 Telephone: (617) 701-8719 Fax: (617) 727-8612 Email: occupational.schools@mass.gov	
Massachusetts	Massachusetts Department of Higher Education	Massachusetts Department of Higher Education One Ashburton Place, Room 1401 Boston, MA 02108 Telephone: (617) 994-6950 Fax: (617) 727-0955	http://www.mass.edu/forstufam/complaints/complaints.asp
Michigan	Michigan Department of Licensing and Regulatory Affairs	State of Michigan Department of Licensing and Regulatory Affairs Corporations, Securities, & Commercial Licensing Bureau Administrative Services Section- Complaint Intake P.O. Box 30018 Lansing, MI 48909 Telephone: (517) 373-1820 Fax: (517) 373-2129	https://www.michigan.gov/mde/services/flexible-learning/options/equitable-services
Minnesota	Minnesota Office of Higher Education	Institutional Registration & Licensing Minnesota Office of Higher Education 1450 Energy Park Drive, Suite 350 St. Paul, MN 55108-5227 Telephone: (651) 642-0567 Fax: (651) 642-0675	http://www.ohe.state.mn.us/mPg.cfm?pageID=1078
Mississippi	Mississippi Commission on College Accreditation	Mississippi Commission on College Accreditation Student Complaints 3825 Ridgewood Road	http://www.mississippi.edu/mcca/student_complaint_process.asp

		Jackson, MS 39211-6453 Telephone: (601) 432-6372 Fax: (601) 432-6225	
Mississippi	Commission on Proprietary School and College Registration	Commission on Proprietary Schools and College Registration 3825 Ridgewood Road Jackson, MS 39211 Telephone: (601) 432-6518	https://www.mccb.edu/cpscr-complaints
Missouri	Missouri Department of Higher Education	Missouri Department of Higher Education 205 Jefferson Street P.O. Box 1469 Jefferson City, MO 65102-1469 Telephone: (573) 526-1577 Fax: (573) 751-6635	https://dhewd.mo.gov/DistanceEducation.php
Montana	Montana University System, Montana Board of Regents	Montana Board of Regents Office of Commissioner of Higher Education Montana University System 2500 Broadway Street P.O. Box 203201 Helena, MT 59620-3201 Telephone: (406) 444-6570	http://www.mus.edu/MUS-statement-of-complaint-process.asp
Nebraska	Nebraska Department of Education, Private Postsecondary Career Schools and Veterans Education	Nebraska Department of Education Private Postsecondary Career Schools and Veterans Education P.O. Box 94987 Lincoln, NE 68509-4987 Telephone: (402) 326-4519	https://www.education.ne.gov/cc/complaint-form/
Nebraska	Nebraska Coordinating Commission for Postsecondary Education	Nebraska's Coordinating Commission for Post-Secondary Education ATTN: Complaints P.O. Box 95005	https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions

		Lincoln, NE 68509-5005 Telephone: (402) 471-2847 Fax: (402) 471-2886	
Nevada	Nevada Commission on Postsecondary Education	Commission on Postsecondary Education 8778 S. Maryland Parkway, Suite 115 Las Vegas, NV 89123 Telephone: (702) 486-7330 Fax: (702) 486-7340	https://cpe.nv.gov/Students/Students_Home/
New Hampshire	Department of Education, Division of Educator Support and Higher Education	New Hampshire Department of Education 101 Pleasant Street Concord, NH 03301-3494 Telephone: (603) 271-3494	https://www.education.nh.gov/pathways-education/higher-education-new-hampshire
New Jersey	New Jersey Office of the Secretary of Higher Education	Office of the Secretary of Higher Education 1 John Fitch Plaza 10th Floor, PO Box 542 Trenton, NJ 08625-0542 Telephone: (609) 292-4310	https://www.nj.gov/highereducation/OSHEComplaintInstructions.shtml
New Mexico	New Mexico Higher Education Department	New Mexico Higher Education Department 2048 Galisteo Street Santa Fe, NM, 87505-2100 Telephone: (505) 476-8400 Fax: (505) 476-8453	https://hed.nm.gov/students-parents/student-complaints
New York	New York State Education Department, Office of College and University Education	New York State Education Department Office of College and University Evaluation 89 Washington Avenue EBA Room 960 Albany, NY 12234	http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university

		ocueinfo@nysed.gov	
North Carolina	North Carolina Post-Secondary Education Complaints	North Carolina Post-Secondary Education Complaints C/O Student Complaints University of North Carolina System Office 223 S. West Street, Suite 1800 Raleigh, North Carolina 27603 Telephone: (919) 962-4550	https://www.northcarolina.edu/post-secondary-education-complaints/
North Carolina	The North Carolina Community College System State Board of Proprietary Schools	The North Carolina Community College System State Board of Proprietary Schools 200 West Jones Street Raleigh, North Carolina 27603 Telephone: (919) 807-7100	https://www.nccommunitycolleges.edu/about-us/state-board/state-board-of-proprietary-schools/students/
North Dakota	North Dakota University System	North Dakota University System Director of Academic Affairs & Workforce Innovation 600 E Boulevard Ave, Dept 215 Bismarck, ND 58505-0230 Telephone: (701) 328-4140 Email: stateauth@ndus.edu	http://www.ndus.edu/system/state-authorization/
Ohio	The Ohio Board of Regents	Ohio Department of Higher Education 25 South Front Street Columbus, OH 43215 Telephone: (614) 466-6000 odhe-complaints@higherred.ohio.gov	https://higherred.ohio.gov/students/current-college-students/student-complaints/student-complaints
Ohio	Ohio State Board of Career Colleges and Schools	State Board of Career Colleges and Schools 30 East Broad Street, Suite 2481, Columbus, OH 43215 Telephone: (614) 466-2752	https://scr.ohio.gov/information-for-students/file-a-complaint/6-file-a-complaint
Oklahoma	Oklahoma State Regents for	Oklahoma State Regents for Higher Education	http://www.okhigherred.org/current-college-students/complaints.shtml

	Higher Education	655 Research Parkway, Suite 200 Oklahoma City, OK 73104 Telephone: (405) 225-9100 Email: communicationsdepartment@osrh e.edu	
Oklahoma	Oklahoma Board of Career and Technology Education	Oklahoma Department of Career and Technology Education 1500 West 7th Ave. Stillwater, Oklahoma 74074-4398 Telephone: (405) 743-5167	https://oklahoma.gov/careertech/policies/comments-or-complaints.html
Oklahoma	The Oklahoma Board of Private Schools	Oklahoma Board of Private Vocational Schools 3700 N. Classen Blvd., Ste. 250 Oklahoma City, OK 73118 Telephone: (405) 528-3370 Fax: (405) 528-3366	https://oklahoma.gov/obpvs/students.html
Oregon	Higher Education Coordinating Commission	Higher Education Coordinating Commission 3225 25th Street SE Salem, OR 97302 Telephone: (503) 881-2738 Email: info.hecc@hecc.oregon.gov	https://www.oregon.gov/highered/about/Pages/complaints.aspx
Pennsylvania	Department of Education	Pennsylvania Department of Education 333 Market Street Harrisburg, PA 17126 Telephone: (717) 783-6137 Fax: (717) 783-6139	https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx
Puerto Rico	Puerto Rico Council on Education	Puerto Rico Council on Education (Consejo de Educacion de Puerto Rico) PO BOX 9023271 San Juan PR 00902-3271	https://agencias.pr.gov/agencias/cepr/inicio/Pages/SARA.aspx

		Telephone: (787) 722-2121 Fax: (787) 641-2573	
Rhode Island	Rhode Island Office of Post-Secondary Commissioner	Office of Post-Secondary Commissioner 560 Jefferson Blvd. Warwick, RI 02886-1304 Telephone: 401-736-1100 Email: media@riopc.edu	https://riopc.edu/services/help-for-students/
South Carolina	South Carolina Commission on Higher Education	South Carolina Commission on Higher Education Academic Affairs 1122 Lady St. Suite 400 Columbia, SC 29201 Telephone: 803-737-2260	https://che.sc.gov/students-families-and-military/student-resources
South Dakota	South Dakota Board of Regents	South Dakota Board of Regents 306 East Capitol Avenue Pierre, SD 57501 Telephone: (605) 773-3455 Fax: (803) 737-2297 Email: info@sdbor.edu	https://www.sdbor.edu/administrative-offices/academics/SD-SARA/Pages/default.aspx
Tennessee	Tennessee Higher Education Commission	DPSA Complaints Tennessee Higher Education Commission Parkway Towers, Suite 1900 Nashville, TN 37243-0830 Telephone: (615) 741-3605 Fax: (615)741-6230	https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html
Texas	Texas Higher Education Coordinating Board	Texas Higher Education Coordinating Board Office of General Counsel P.O. Box 12788 Austin, TX 78711-2788 Telephone: (512) 427-6101	https://www.highered.texas.gov/student-complaints/
Utah	Utah System of Higher Education	Utah System of Higher Education Board of Regents Building The Gateway	https://higheredutah.org/sara/

	Board of Regents	600 South 400 West Salt Lake City, UT 84101 Telephone: (801) 530-6601 Fax: (801) 530-6001	
Utah	Utah Division of Consumer Protection	Utah Department of Commerce Division of Consumer Protection SM Box 146701 Salt Lake City, UT 84114-6701 Telephone: 801-530-6701	https://db.dcp.utah.gov/complaints.html
Vermont	Vermont State Board of Education	Vermont Agency of Education 1 National Life Drive, Davis 5 Montpelier, VT 05620-2501 Telephone: (802) 828-1130 Fax: (802) 828-6430 Email: aoe.edinfo@vermont.gov	http://education.vermont.gov/documents/postsecondary-program-complaint-resolution
Virginia	Private & Out-of-State Postsecondary Education, State Council of Higher Education for Virginia	State Council of Higher Education for Virginia James Monroe Building 101 N. 14th Street, 10th FL Richmond, VA 23219 Telephone: (804) 371-2285 Fax: (804) 225-2604	https://www.schev.edu/students/resources/student-complaints
Washington	Washington Student Achievement Council	Washington Student Achievement Council 917 Lakeridge Way SW Olympia, WA 98502 Telephone: (360) 485-1080 Email: complaints@wsac.wa.gov	http://www.wsac.wa.gov/student-complaints
West Virginia	West Virginia Higher Education Policy Commission	West Virginia Higher Education Policy Commission 1018 Kanawha Boulevard, East, Suite 700 Charleston, WV 25301 Telephone: (304) 558-4016	https://www.wvhepc.edu/wp-content/uploads/2021/10/Student-Complaint-Process.pdf

Wisconsin	University of Wisconsin System Academic Programs and Educational Innovation	University of Wisconsin System Academic Programs and Educational Innovation 1612 Van Hise Hall 1220 Linden Dr. Madison, WI 53706 Telephone: (608) 266-1996 Fax: (608) 264-8477	https://www.wisconsin.edu/student-complaints/
Wisconsin	Wisconsin Educational Approval Board	State of Wisconsin Educational Approval Program P.O. Box 8366 Madison, WI 53708-8366 Telephone: (608) 266-1996	https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx
Wyoming	Wyoming Department of Education	Wyoming Department of Education Private School Licensing 122 W. 25th St, Ste E200 Cheyenne, WY 82002 307-777-7675	http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/
Wyoming	Wyoming Community College Commission	Wyoming Community College Commission Attn: Chief Operating Officer 2300 Capitol Ave., 5th Fl., Ste. B, Cheyenne, WY 82002 Telephone: (307) 766-7013	https://communitycolleges.wy.edu/sara/

*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.