

# Agencies for Filing Student Complaints by State

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<b>Alabama</b>	Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning	For Alabama's public institutions, contacts are posted to the ACHE website <a href="https://ache.edu">https://ache.edu</a> .  Student Complaint Process found here: <a href="https://www.ache.edu/wp-content/State%20Auth/federal-reg.pdf">https://www.ache.edu/wp-content/State%20Auth/federal-reg.pdf</a> (PDF)
<b>Alaska</b>	Alaska Commission on Postsecondary Education	<a href="https://acpe.alaska.gov/ConsumerProtection">https://acpe.alaska.gov/ConsumerProtection</a>
<b>Arizona</b>	Arizona State Board for Private Postsecondary Education	<a href="https://ppse.az.gov/student-complaint-procedure">https://ppse.az.gov/student-complaint-procedure</a>
<b>Arkansas</b>	Arkansas Department of Higher Education	Student Grievance form: <a href="https://adhe.edu/students-parents/student-grievance-form">https://adhe.edu/students-parents/student-grievance-form</a>
<b>California</b>	Bureau for Private Postsecondary Education	for institutions regulated by BPPE: <a href="http://www.bppe.ca.gov/enforcement/complaint.shtml">http://www.bppe.ca.gov/enforcement/complaint.shtml</a>

		for out of state institutions not subject to BPPE: <a href="https://www.dca.ca.gov/consumers/complaints/oos_students.shtml">https://www.dca.ca.gov/consumers/complaints/oos_students.shtml</a>
<b>Colorado</b>	Colorado Department of Higher Education AND Private Occupational Schools	<a href="https://cdhe.colorado.gov/students/how-do-i/filing-a-student-complaint">https://cdhe.colorado.gov/students/how-do-i/filing-a-student-complaint</a>
<b>Connecticut</b>	The Office of Financial and Academic Affairs for Higher Education	<a href="https://www.ohe.ct.gov/StudentComplaints.shtml">https://www.ohe.ct.gov/StudentComplaints.shtml</a>
<b>Delaware</b>	Delaware Department of Education	Student complaint inquiry form: <a href="https://education.delaware.gov/families/college-career-life/college-scholarship-financial-aid/dheo-forms/student-complaint-inquiry-form/">https://education.delaware.gov/families/college-career-life/college-scholarship-financial-aid/dheo-forms/student-complaint-inquiry-form/</a>
<b>District of Columbia</b>	Education Licensure Commission	FAQ for Students indicates that complaints may be submitted to the HELC by "clicking here", but there is no hyperlink . A public complaint webpage was found here: <a href="https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints">https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints</a>
<b>Florida</b>	Commission for Independent Education- Department of Education	<a href="#">CONCERNS &amp; COMPLAINT PROCESS</a>
<b>Georgia</b>	Nonpublic Postsecondary Education Commission	<a href="https://gnpec.georgia.gov/student-complaints">https://gnpec.georgia.gov/student-complaints</a>
<b>Hawaii</b>		<a href="https://cca.hawaii.gov/hpeap/student-complaint-process/">https://cca.hawaii.gov/hpeap/student-complaint-process/</a>

<b>Idaho</b>	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>
<b>Illinois</b>	Illinois Board of Higher Education	<a href="https://complaints.ibhe.org/">https://complaints.ibhe.org/</a>
<b>Indiana</b>	Indiana Department of Workforce Development	<a href="https://www.in.gov/dwd/career-training-adult-ed/octs/#tab-665625-4-Consumer_Information">https://www.in.gov/dwd/career-training-adult-ed/octs/#tab-665625-4-Consumer_Information</a>
	Indiana Commission of Higher Education	<a href="https://www.in.gov/che/2744.htm">https://www.in.gov/che/2744.htm</a>
<b>Iowa</b>	Iowa College Student Aid Commission	<a href="https://www.iowacollegeaid.gov/StudentComplaintForm">https://www.iowacollegeaid.gov/StudentComplaintForm</a>
<b>Kansas</b>	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>
<b>Kentucky</b>	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	Commission Website provides this direction: <a href="#">File a Complaint (PDF)</a>
<b>Louisiana</b>	Louisiana Board of Regents	No Complaint Process found on state agency website

	Proprietary Schools	(Only <a href="#">SARA Process within Institutional Process pdf (PDF)</a> for purposes of part reciprocity for interstate distance education)
<b>Maine</b>	Maine Department of Education	No Complaint Process found on state agency website for institutions authorized by Maine but not related to reciprocity.  Only <a href="#">State of Maine Complaint Form (PDF)</a> . SARA complaint link offered.
<b>Maryland</b>	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> - Scroll down to complaint process and form pdfs.
<b>Massachusetts</b>	Office of Private Occupational School Education	<a href="http://www.mass.gov/ocabr/government/oca-agencies/dpl-lp/schools/students/information-for-students.html">http://www.mass.gov/ocabr/government/oca-agencies/dpl-lp/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>
<b>Michigan</b>	Michigan Department of Labor & Economic Opportunity	<a href="#">Post-Secondary Schools Complaints Filing a Complaint</a>

<b>Minnesota</b>	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>  It is hard to determine if a complaint can be submitted about an out of state institution that does not participate in SARA serving a Minnesota student.
<b>Mississippi</b>	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>  <a href="https://www.mccb.edu/cpscr-complaints">https://www.mccb.edu/cpscr-complaints</a>
<b>Missouri</b>	Missouri Department of Higher Education	<a href="https://dhewd.mo.gov/media/pdf/complaint-resolution-policy">https://dhewd.mo.gov/media/pdf/complaint-resolution-policy</a>
<b>Montana</b>	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>
<b>Nebraska</b>	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> (PDF)
	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>
<b>Nevada</b>	Nevada Commission on Postsecondary Education	<a href="http://cpe.nv.gov/Students/Students_Home/">http://cpe.nv.gov/Students/Students_Home/</a> Note the Student Complaint under forms on right hand side.

<b>New Hampshire</b>	Department of Education, Division of Higher Education, Higher Education Commission	<a href="https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx">https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx</a>
<b>New Jersey</b>	New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information	<a href="https://www.nj.gov/labor/labormarketinformation/assets/PDFs/coei/SAU/Conflict%20Resolution%20Questionnaire.pdf">https://www.nj.gov/labor/labormarketinformation/assets/PDFs/coei/SAU/Conflict%20Resolution%20Questionnaire.pdf</a> (PDF) Look under Information for Students for the Student Conflict Resolution Form (Complaints)
<b>New Mexico</b>	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>
<b>New Mexico</b>	New Mexico Higher Education Department	<a href="https://hed.nm.gov/students-parents/student-complaints">https://hed.nm.gov/students-parents/student-complaints</a>
<b>New York</b>	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>
<b>New York</b>	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>
<b>North Carolina</b>	The University of North Carolina System The North Carolina Community College System (Office of Proprietary School Services)	<a href="https://www.northcarolina.edu/post-secondary-education-complaints/">https://www.northcarolina.edu/post-secondary-education-complaints/</a> <a href="https://www.ncccommunitycolleges.edu/students/student-services/file-a-complaint/">https://www.ncccommunitycolleges.edu/students/student-services/file-a-complaint/</a>

<b>North Dakota</b>	North Dakota State Board for Career and Technical Education	<a href="https://www.cte.nd.gov/sites/www/files/documents/PrivatePS/NDSBCTE_Student_Complaint_Procedure.pdf">https://www.cte.nd.gov/sites/www/files/documents/PrivatePS/NDSBCTE_Student_Complaint_Procedure.pdf</a> (PDF)
	North Dakota University System	<a href="https://ndus.edu/state-authorization-sara/">https://ndus.edu/state-authorization-sara/</a> This complaint process appears to be applicable for institutions not participating in reciprocity through SARA as well as SARA participating institutions.
<b>Ohio</b>	The Ohio Department of Higher Education	<a href="https://highered.ohio.gov/students/current-college-students/student-complaints/student-complaints">https://highered.ohio.gov/students/current-college-students/student-complaints/student-complaints</a>
	Ohio State Board of Career Colleges and Schools	<a href="https://scr.ohio.gov/information-for-students/file-a-complaint">https://scr.ohio.gov/information-for-students/file-a-complaint</a>
<b>Oklahoma</b>	Oklahoma State Regents for Higher Education	<a href="https://www.okhighered.org/resources/student-complaint-form/">https://www.okhighered.org/resources/student-complaint-form/</a>
	Oklahoma Board of Career and Technology Education	<a href="https://oklahoma.gov/careertech/policies/comments-or-complaints.html">https://oklahoma.gov/careertech/policies/comments-or-complaints.html</a>
	The Oklahoma Board of Private Vocational Schools	<a href="https://oklahoma.gov/content/dam/ok/en/obpvs/documents/schools/obpvs-complaint-form.pdf">https://oklahoma.gov/content/dam/ok/en/obpvs/documents/schools/obpvs-complaint-form.pdf</a> (PDF)

<b>Oregon</b>	Higher Education Coordinating Commission	<a href="https://www.oregon.gov/highered/about/Pages/complaints.aspx">https://www.oregon.gov/highered/about/Pages/complaints.aspx</a>
<b>Pennsylvania</b>	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> <a href="http://www.ce.pr.gov/">http://www.ce.pr.gov/</a>
<b>Puerto Rico</b>	Puerto Rico Council on Education	<a href="http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documentos/SARA/SARA_Complaint_Process.pdf">http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documentos/SARA/SARA_Complaint_Process.pdf</a> (PDF)

It appears that this process can be used more broadly than to just address SARA participating institutions.



<b>Rhode Island</b>	Rhode Island Office of Post Secondary Commissioner	<a href="https://riopc.edu/policies/student-complaint-procedures/">https://riopc.edu/policies/student-complaint-procedures/</a>
<b>South Carolina</b>	South Carolina Commission on Higher Education	<a href="https://che.sc.gov/sites/che/files/Documents/Institutions%20and%20Educators/Complaint_Procedures_and_Form.pdf">https://che.sc.gov/sites/che/files/Documents/Institutions%20and%20Educators/Complaint_Procedures_and_Form.pdf</a> (PDF)
<b>South Dakota</b>	Secretary of State (South Dakota Attorney General)	<a href="https://consumer.sd.gov/complaintform.aspx">https://consumer.sd.gov/complaintform.aspx</a> - this is a broad complaint form not just to address postsecondary institutions.
<b>Tennessee</b>	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>
<b>Texas</b>	Texas Higher Education Coordinating Board	<a href="https://www.highered.texas.gov/student-complaints/">https://www.highered.texas.gov/student-complaints/</a>
<b>U.S. Virgin Islands</b>		Call (340) 774-2810 to reach the Virgin Islands Department of Education regarding student complaints.
<b>Utah</b>	Utah Division of Consumer Protection	<a href="https://services.dcp.utah.gov/s/">https://services.dcp.utah.gov/s/</a>
<b>Vermont</b>	Vermont Agency of Education	<a href="https://education.vermont.gov/documents/postsecondary-program-complaint-resolution">https://education.vermont.gov/documents/postsecondary-program-complaint-resolution</a> VT Agency of Education points to three avenues for complaints: the institution, the VT Attorney General's office, or the institution's accrediting agency.
<b>Virginia</b>	State Council of Higher Education for Virginia	<a href="https://www.schev.edu/students/resources/student-complaints">https://www.schev.edu/students/resources/student-complaints</a>

<b>Washington</b>	Washington Student Achievement Council	<a href="https://wsac.wa.gov/student-complaints">https://wsac.wa.gov/student-complaints</a>
	Washington Workforce Training and Educ. Coord. Board	<a href="https://www.wtb.wa.gov/private-career-schools/student-resources/">https://www.wtb.wa.gov/private-career-schools/student-resources/</a>
<b>West Virginia</b>	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> (PDF)
	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> (PDF)
<b>Wisconsin</b>	Wisconsin Educational Approval Board	<a href="https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx">https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx</a>
<b>Wyoming</b>	Wyoming Department of Education	<a href="https://edu.wyoming.gov/?s=student+complaint+process">https://edu.wyoming.gov/?s=student+complaint+process</a>