

CONTACT INFORMATION FOR STUDENT COMPLAINT PROCESSES*

Distance Education students, who have completed the internal institutional grievance process and the applicable state grievance process, may appeal non-instructional complaints to the FL-SARA PRDEC Council. For additional information on the complaint process, please visit:
fldoe.org/sara/student-concerns.shtml

ALABAMA	Alabama Commission on Higher Education PO Box 302000 Montgomery, AL 36130-2000 accs.cc/index.cfm/school-licensure/complaints/
ALASKA	Alaska Commission on Postsecondary Education PO Box 110505 Juneau, AK 99811-0505 acpe.alaska.gov/ABOUT_US/Consumer_Protection Alaska Office of Attorney General Consumer Protection Unit 1031 West Fourth Avenue, Suite 200 Anchorage, AK 99501 attorney.general@alaska.gov law.alaska.gov/department/civil/consumer/cp_complaint.html
ARIZONA	Arizona State Board for Private Postsecondary Education 1400 West Washington, Room 260 Phoenix, AZ 85007 ppse.az.gov/complaint
ARKANSAS	Arkansas Higher Education Coordinating Board Arkansas Department of Higher Education 114 East Capitol Avenue Little Rock, AR 72201 ADHE_Info@adhe.edu adhe.edu/students-parents/colleges-universities/student-grievance-form Arkansas State Board of Private Career Education 501 Woodlane, Suite 312S Little Rock, AR 72201 sbpce@arkansas.gov sbpce.arkansas.gov/complaint-process
CALIFORNIA	California Bureau for Private Postsecondary Education PO Box 980818 West Sacramento, CA 95798-0818 bppe@dca.ca.gov bppe.ca.gov/forms_pubs/complaint.pdf
COLORADO	Colorado Department of Higher Education 1560 Broadway, Suite 1600 Denver, CO 80202 highered.colorado.gov/Academics/Complaints/default.html

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CONNECTICUT

Connecticut Department of Higher Education
61 Woodland Street
Hartford, CT 06105-2326
info@ctdhe.org

Connecticut Department of Consumer Protection
165 Capitol Avenue, Room 110
Hartford, CT 06106
trade.practices@ct.gov
ct.gov/dcp/cwp/view.asp?q=506512

Consumer Complaint Hotline: (800) 842-2649

DELAWARE

Delaware Higher Education Office
Carvel State Office Building, 5th Floor
820 North French Street
Wilmington, DE 19801-3509
dheo@doe.k12.de.us

Delaware Attorney General
Consumer Protection Wilmington:
820 North French Street 5th floor
Wilmington, DE 19801
consumer.protection@state.de.us

DISTRICT OF COLUMBIA

Office of the State Superintendent of Education
Education Licensure Commission
810 First Street NE, 9th Floor
Washington, DC 20002
osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints

FLORIDA

Florida Commission on Independent Education
325 West Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
Commissioner@fldoe.org
fldoe.org/sara/student-concerns.shtml

GEORGIA

Georgia Nonpublic Postsecondary Education Commission
2082 East Exchange Place, #220
Tucker, GA 30084-5334
gnpec.org/gnpec-authorized-school-complainant-form/

HAWAII

Hawaii State Board of Education
PO Box 2360
Honolulu, HI 96804
ocp@dcca.hawaii.gov
hawaii.gov/dcca/ocp/consumer_complaint

IDAHO

Idaho State Board of Education
Attn: State Coordinator for Private Colleges and Proprietary Schools
650 West State Street
PO Box 83720
Boise, ID 83720-0037

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ILLINOIS

Illinois Board of Higher Education
431 East Adams Street, 2nd Floor
Springfield, IL 62701-1404
info@ibhe.org
Institutional Complaint Hotline: (217) 557-7359

Illinois State Board of Education
100 North 1st Street
Springfield, IL 62777
webprod1.isbe.net/contactisbe/ (email)

Illinois Attorney General
Consumer Fraud Bureau
500 South Second Street
Springfield, IL 62706
illinoisattorneygeneral.gov/consumers/

Consumer Fraud Hotline: (800) 243-0618

INDIANA

Indiana Commission on Proprietary Education
Attn: Director of Regulatory Compliance
302 West Washington Street, Room E201
Indianapolis IN 46204
in.gov/bpe/2329.htm

IOWA

Iowa College Student Aid Commission
603 East 12th Street, 5th Floor
Des Moines, IA 50319
info@iowacollegeaid.gov
iowacollegeaid.gov/sdrf-start

KANSAS

Kansas Board of Regents
1000 Southwest Jackson Street, Suite 520
Topeka, KS 66612-1368
kansasregents.org/academic_affairs/private_out_of_state/complaint_process

KENTUCKY

Kentucky Council on Postsecondary Education
1024 Capital Center Drive, #320
Frankfort, KY 40601-7512
cpe.ky.gov/campuses/consumer_complaint.html

Kentucky Board of Proprietary Education
911 Leawood Drive
Frankfort, KY 40601-3319
kcpe.ky.gov/forms/formtofileacomplaint.pdf

Office of the Attorney General
Capitol Suite 118
700 Capitol Avenue
Frankfort, KY 40601-3449
consumer.protection@ag.ky.gov
ag.ky.gov/family/consumerprotection/complaints/Pages/default.aspx

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LOUISIANA

Louisiana Board of Regents
PO Box 3677
Baton Rouge, LA 70821-3677
regents.louisiana.gov/page/StudentComplaints

MAINE

Maine Department of Education
Complaint Investigator
23 State House Station
Augusta, ME 04333-0023
jonathan.braff@maine.gov

Maine Attorney General
Consumer Protection Division
6 State House Station
Augusta, ME 04333
maine.gov/ag/consumer/complaints/complaint_form.shtml

MARYLAND

Maryland Higher Education Commission
839 Bestgate Road, Suite 400
Annapolis, MD 21401-3013
mhec.maryland.gov/institutions_training/Pages/career/pcs/complaint.aspx

Maryland Attorney General
Consumer Protection Division
200 Street Paul Place
Baltimore, MD 21202
consumer@oag.state.md.us
www.marylandattorneygeneral.gov/Pages/Complaints/general.aspx

Consumer Protection Hotline: (410) 528-8662

MASSACHUSETTS

Massachusetts Board of Higher Education
One Ashburton Place, Room 1401
Boston, MA 02108
www.mass.edu/forstufam/complaints/complaints.asp

MICHIGAN

Michigan Department of Labor & Economic Growth
Office of Postsecondary Services
Proprietary School Unit Staff
201 N. Washington Square
Lansing, MI 48913
www.michigan.gov/documents/lara/Post-Secondary_Student_Complaints_498839_7.pdf

MINNESOTA

Minnesota Office of Higher Education
1450 Energy Park Drive, Suite 350
St. Paul, MN 55108-5227
www.ohe.state.mn.us/pdf/ComplaintForm.pdf

Minnesota Attorney General's Office
1400 Bremer Tower
445 Minnesota Street
St. Paul, MN 55101
www.ag.state.mn.us/Office/Complaint.asp

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MISSISSIPPI

Mississippi Commission on College Accreditation
3825 Ridgewood Road
Jackson, MS 39211-6453

Mississippi Commission of Proprietary Schools and College Registration
3825 Ridgewood Road
Jackson, MS 39211-6453

Consumer Protection Division
Office of the Attorney General
State of Mississippi
PO Box 22947
Jackson, Mississippi 39225-2947
ago.state.ms.us/index.php/contact (email)
ago.state.ms.us/divisions/consumer-protection/

MISSOURI

Missouri Department of Higher Education
205 Jefferson Street
PO Box 1469
Jefferson City, MO 65102-1469
info@dhe.mo.gov

MONTANA

Montana Board of Regents
Office of Commissioner of Higher Education
Montana University System
2500 Broadway Street
PO Box 203201
Helena, MT 59620-3201

Montana Office of Consumer Protection
2225 11th Avenue
PO Box 200151
Helena, MT 59620-0151
contactocp@mt.gov
dojmt.gov/consumer/consumer-complaints/

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NEBRASKA

Nebraska Coordinating Commission for Postsecondary Education
PO Box 95005
Lincoln, NE 68509-5005

Nebraska Department of Education
Investigations Office
301 Centennial Mall South
PO Box 98987
Lincoln, NE 68509-4987
www.education.ne.gov/CC/complaint.pdf

Nebraska Attorney General
Consumer Protection Division
2115 State Capitol Parkway
Lincoln, NE 68509
protectthegoodlife.nebraska.gov/file-consumer-complaint

Consumer Protection Hotline: (800) 727-6432

NEVADA

Nevada Commission on Postsecondary Education
3663 East Sunset Road, Suite 202
Las Vegas, NV 89120
ag.nv.gov/Complaints/File_Complaint/

NEW HAMPSHIRE

New Hampshire Postsecondary Education Commission
3 Barrell Court, #300
Concord, NH 03301-8531
my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx

NEW JERSEY

NJ Commission on Higher Education
PO Box 542
Trenton, NJ 08625-0542
Phone: 609-292-4310
nj_che@che.state.nj.us

New Jersey Department of Labor and Workforce Development
1 John Fitch Plaza
PO Box 110
Trenton, NJ 08625-0110
schoolapprovalunit@dol.state.nj.us
lwd.dol.state.nj.us/labor/forms_pdfs/edtrain/Conflict%20Resolution%20Questionnaire.pdf

New Jersey Division of Consumer Affairs
124 Halsey Street
Newark, NJ 07102
njconsumeraffairs.gov/Pages/File-a-Complaint-old.aspx

Office of the Secretary of Higher Education (OSHE)
state.nj.us/highereducation/OSHEComplaintInstructions.shtml

NEW MEXICO

New Mexico Higher Education Department
2048 Galisteo Street
Santa Fe, NM 87505
hed.state.nm.us/institutions/complaints.aspx

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NEW YORK

New York Office of College and University Evaluation
New York State Education Department
5 North Mezzanine
Albany, NY 12234
ocueinfo@mail.nysed.gov
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

New York State Department of State
Division of Consumer Protection
Consumer Assistance Unit
5 Empire State Plaza, Suite 2101
Albany, NY 12223-1556
dos.ny.gov/consumerprotection/form/complaintform1.asp

NORTH CAROLINA

North Carolina Community College System Office of Proprietary Schools
200 West Jones Street
Raleigh, NC 27603
nccommunitycolleges.edu/complaint-procedures-and-forms

North Carolina Consumer Protection
Attorney General's Office
Mail Service Center 9001
Raleigh, NC 27699-9001
ncdoj.gov/getdoc/59be4357-41f3-4377-b10f-3e8bd532da5f/Complaint-Form.aspx

NORTH DAKOTA

North Dakota Department of Career and Technical Education
State Capitol, 15th Floor
600 East Boulevard Avenue, Dept. 270
Bismarck, ND 58505-0610
cte@nd.gov

North Dakota Consumer Protection Division
Office of Attorney General
Gateway Professional Center
1050 East Interstate Avenue, Suite 200
Bismarck, ND 58503-5574
attorneygeneral.nd.gov/consumer-resources/consumer-complaints

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OHIO

Ohio State Board of Career Colleges and Schools
35 East Gay Street, Suite 403
Columbus, OH 43215-3138
scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx

Ohio Board of Regents
30 East Broad Street, 36th Floor
Columbus, OH 43215-3414

Ohio Attorney General
Consumer Protection Section
30 East Broad Street, 14th Floor
Columbus, OH 43215-3400
www.ohioattorneygeneral.gov/About-AG/File-a-Complaint

OKLAHOMA

Oklahoma State Regents for Higher Education
655 Research Parkway, Suite 200
Oklahoma City, OK 73104

Oklahoma State Board of Private Vocational Schools
3700 Classen Boulevard, Suite 250
Oklahoma City, OK 73118-2864

Oklahoma Office of the Attorney General
Consumer Protection Unit
Attn: Investigative Analyst
313 North East 21st Street
Oklahoma City, OK 73105
oag.ok.gov/oagweb.nsf/ccomp.html

OREGON

Oregon Office of Degree Authorization
1500 Valley River Drive, Suite 100
Eugene, OR 97401

Oregon Department of Education
Private Career Schools Office
255 Capitol Street NE
Salem, OR 97310-0203
oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx

Oregon Attorney General
Financial Fraud/Consumer Protection Section
1162 Court Street NE
Salem, OR 97301-4096
justice.oregon.gov/consumercomplaints/

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PENNSYLVANIA

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

Office of Attorney General
Bureau of Consumer Protection
14th Floor, Strawberry Square
Harrisburg, PA 17120
www.attorneygeneral.gov/Quick_Links/Submit_a_Complaint_to_the_Attorney_General/

PUERTO RICO

Puerto Rico Council on Higher Education
PO Box 1900
San Juan, PR
00910-1900 00910-1900

Puerto Rico Department of Justice
PO 9020192
San Juan, PR
00902-0192 00902-0192

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
riag.wufoo.com/forms/q1851amb1bdd4d5/

SOUTH CAROLINA

South Carolina Commission on Higher Education
1333 Main Street, Suite 200
Columbia, SC 29201
www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf

SOUTH DAKOTA

South Dakota Board of Regents
306 East Capitol Ave, Suite 200
Pierre, SD 57501-2545

South Dakota Office of Attorney General
Division of Consumer Protection
1302 E Hwy 14, Suite 3
Pierre, SD 57501-8053
consumer.sd.gov

TENNESSEE

Tennessee Higher Education Commission
404 James Robertson Parkway, Suite 1900
Nashville, TN 37243
tn.gov/assets/entities/thec/attachments/Complaint_Form_%28Rev._12.16%29_1-26-17.pdf

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TEXAS

Texas Workforce Commission
Career Schools and Colleges, Room 226-T
101 East 15th Street
Austin, TX 78778-0001
twc.state.tx.us/svcs/propschools/ps401a.pdf

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

Office of the Attorney General
Consumer Protection Division
PO Box 12548
Austin, TX 78711-2548
www.oag.state.tx.us/consumer/complaintform.pdf

UTAH

Utah Division of Consumer Protection
160 East 300 South
Salt Lake City, UT 84111
consumerprotection@utah.gov
consumerprotection.utah.gov/complaints/index.html

VERMONT

Vermont Department of Education
State Board of Education
Vermont Department of Education
120 State Street
Montpelier, VT 05620-2501

Vermont Attorney General's Office
109 State Street
Montpelier, VT 05609-1001

VIRGINIA

State Council of Higher Education for Virginia
101 North 14th Street
James Monroe Building
Richmond, VA 23219
communications@schev.edu
schev.edu/index/students-and-parents/resources/student-complaints/student-complaint-form

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WASHINGTON

Washington Higher Education Coordinating Board
917 Lakeridge Way
PO Box 43430
Olympia, WA 98504-3430
dainfo@hecb.wa.gov
wsac.wa.gov/student-complaints

Washington Workforce Training and Education Coordinating Board
128 10th Avenue SW
PO Box 43105
Olympia, WA 98504-3105
workforce@wtb.wa.gov
wtb.wa.gov/PCS_Complaints.asp (instructions)

Washington State Office of the Attorney General
1125 Washington Street SE
PO Box 40100
Olympia, WA 98504-0100
fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx (complaint form)

WEST VIRGINIA

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

Community and Technical College System of West Virginia
1018 Kanawha Blvd. East, Ste. 700
Charleston, WV 25301

West Virginia Office of the Attorney General
Consumer Protection Division
PO Box 1789
Charleston, WV 25326-1789
wago.gov/pdf/general-consumer-complaint-form.pdf

WISCONSIN

Wisconsin Educational Approval Board
30 W. Mifflin Street, 9th Floor
PO Box 8696
Madison, WI 53708
eabmail@eab.state.wi.us
eab.state.wi.us/resources/complaint.asp

WYOMING

Wyoming Department of Education
2300 Capitol Avenue
Hathaway Building, 2nd Floor
Cheyenne, WY 82002-0050

Attorney General's Office
123 Capitol Building
200 W. 24th Street
Cheyenne, WY 82002

*This list includes contact information for all 50 states, the District of Columbia, and Puerto Rico and should not be construed as informative of what agencies regulate the institution or in what states the institution is licensed or required to be licensed. States, through the relevant agencies or Attorney Generals' Offices, will accept complaints regardless of whether an institution is required to be licensed in that state.