

Student Complaint Information by State and Agency – as of June 2019

Many thanks to WCET and State Authorization Network, from which this version of the Student Complaint Information was adapted. The original may be found at <https://wcetsan.wiche.edu/resources/student-complaint-information-state-and-agency>

State	Agency Name	Link to and/or Information about Complaint Process (for in-state complaints and activities outside of SARA)
Alabama	Alabama Commission on Higher Education	Complaints for out-of-state institutions are referred to the ACCS Private School Licensure. Please see the ADPE link below. For in-state institutions, contacts are posted to the ACHE website at http://ache.edu/ACHE_Reports/Forms/NRI/federal-reg.pdf on Page 7
Alaska	Alaska Commission on Postsecondary Education	https://acpe.alaska.gov/ConsumerProtection
American Samoa		unknown
Arizona	Arizona State Board for Private Postsecondary Education	https://ppse.az.gov/complaint
Arkansas	Arkansas Department of Higher Education	https://www.adhe.edu/institutions/academic-affairs/institutional-certificationadvisory-committee/grievance-form
California	Bureau for Private Postsecondary Education	http://www.bppe.ca.gov/enforcement/complaint.shtml
Colorado	Colorado Department of Higher Education	http://highered.colorado.gov/Academics/Complaints/default.html
Connecticut	Office of Financial and Academic Affairs for Higher Education	http://www.ctohe.org/StudentComplaints.shtml

Delaware	Delaware Department of Education	The Delaware Department of Education will investigate complaints. Such complaints must be in writing and verified by the signature of the person making the complaint. Oral, anonymous or unsigned complaints will not be investigated. Until the web site is functional, please write or call for more information. The Delaware Department of Education; Teacher and Administrator Quality; John W. Collette Resource Center; 35 Commerce Way; Dover, DE 19904. The Delaware Department of Education phone number is 302-857-3388. No form found for Non-SARA Complaints.
District of Columbia	Education Licensure Commission	https://osse.dc.gov/service/higher-education-licensure-commission-helc-publiccomplaints
Federated States of Micronesia		unknown
Florida	Commission for Independent Education Department of Education	http://www.fldoe.org/policy/cie/file-a-complaint.stml
Georgia	Nonpublic Postsecondary Education Commission	https://gnpec.georgia.gov/student-complaints
Guam		unknown
Hawaii	Hawaii Post-Secondary Education Authorization Program	http://cca.hawaii.gov/hpeap/student-complaint-process/
Idaho	Idaho State Board of Education	https://boardofed.idaho.gov/higher-education-private/private-colleges-degreegranting/student-complaint-procedures/
Illinois	Illinois Board of Higher Education	http://complaints.ibhe.org/
Indiana	Indiana Commission on Proprietary Education	https://www.in.gov/che/2744.htm
Iowa	Iowa College Student Aid Commission	https://www.iowacollegeaid.gov/StudentComplaintForm

Kansas	Kansas Board of Regents	https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process
Kentucky	Kentucky Council on Postsecondary Education	http://cpe.ky.gov/campuses/consumer_complaint.html
Louisiana	Louisiana Board of Regents	Students may contact the state AG's office. AG Office may take complaints against any business but does not offer a process to act on complaints for the student's benefit. https://www.ag.state.la.us/ConsumerDisputes No non-SARA complaint process.
Maine	Maine Department of Education, Office of Higher Education Services	https://www.maine.gov/ag/consumer/complaints/complaint_form.shtml - AG's office - AG Office may take complaints against any business but does not offer a process to act on complaints for the student's benefit. No posted non-SARA complaint process through the higher education agency for Maine institutions.
Maryland	Maryland Higher Education Commission	https://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx
Massachusetts	Massachusetts Department of Higher Education	https://www.mass.edu/forstufam/complaints/complaints.asp
Michigan	Michigan Department of Licensing and Regulatory Affairs	https://www.michigan.gov/documents/lara/PostSecondary_Student_Complaints_498839_7.p
Minnesota	Minnesota Office of Higher Education	http://www.ohe.state.mn.us/mPg.cfm?pageID=1078
Mississippi	Commission on Proprietary School and College Registration	http://www.sbcjc.cc.ms.us/pdfs/pg/PSCComplaintForm.pdf
Missouri	Missouri Department of Higher Education	https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTIONreviseddraft.pdf

Montana	Montana University System, Montana Board of Regents	http://www.mus.edu/MUS-statement-of-complaint-process.asp
Nebraska	Nebraska Coordinating Commission for Postsecondary Education	https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions
Nevada	Nevada Commission on Postsecondary Education	http://cpe.nv.gov/Students/Students_Home___/
New Hampshire	Department of Education, Division of Higher Education, Higher Education Commission	https://www.education.nh.gov/highered/compliance-allegation.htm
New Jersey	Office of the Secretary of Higher Education	http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml
New Mexico	New Mexico Higher Education Department	http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx
New York	Office of College and University Evaluation	http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university
North Carolina	The University of North Carolina Board of Governors	https://www.northcarolina.edu/complaints
	North Dakota University System	https://ndus.edu/state-authorization-sara/

Northern Marianas Islands		unknown
Ohio	The Ohio Department of Higher Education	https://www.ohiohighered.org/students/complaints

Oklahoma	Oklahoma State Regents for Higher Education	https://www.okhighered.org/current-college-students/complaints.shtml
Oregon	Office of Degree Authorization	https://www.oregon.gov/highered/institutions-programs/private/Pages/privatepostsecondary-complaints.aspx
Pennsylvania	Department of Education	https://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/StudentsComplaints.aspx#tab-1
Puerto Rico	Puerto Rico Council on Education	NONE LISTED - in English http://www.ce.pr.gov/ Difficulty with google translate as well.
Republic of Palau		unknown
Republic of the Marshall Islands		unknown
Rhode Island	Rhode Island Board of Governors for Higher Education	http://www.ribghe.org/students.htm
South Carolina	South Carolina Commission on Higher Education	http://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.aspx
South Dakota	Secretary of State (South Dakota Attorney General)	https://consumer.sd.gov/complaintform.aspx
Tennessee	Tennessee Higher Education Commission	https://www.tn.gov/thec/for-students-and-families/transcript-requests-andinstitution-complaints.html

Texas	Texas Higher Education Coordinating Board	http://www.theccb.state.tx.us/index.cfm?objectid=989FE9A0-2213-11E8BC500050560100A9
U.S. Virgin Islands		Unknown
Utah	Utah Division of Consumer Protection	http://consumerprotection.utah.gov/complaints/index.html
Vermont	Vermont State Board of Education	https://education.vermont.gov/documents/postsecondary-program-complaintresolution
Virginia	Private & Out-of-State Postsecondary Education, State Council of Higher Education for Virginia	http://schev.edu/index/students-and-parents/resources/student-complaints
Washington	Washington Student Achievement Council	https://www.wsac.wa.gov/student-complaints
West Virginia	WV Higher Educ. Policy Commission	http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-ComplaintProcess-revised.pdf
Wisconsin	Wisconsin Educational Approval Board	https://dsps.wi.gov/Pages/Programs/EducationalApproval/Student.aspx
Wyoming	Wyoming Department of Education	https://edu.wyoming.gov/beyond-the-classroom/school-programs/privateschool-licensing/

*Originally 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.