

Student Complaint Information by State and Agency – as of May 2025

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	ACCS Private School Licensing Division	https://www.accs.edu/about-accs/private-school-licensure/complaints/
Alaska	Alaska Commission on Postsecondary Education	https://acpe.alaska.gov/ConsumerProtection
American Samoa		Not found
Arizona	Arizona State Board for Private Postsecondary Education	https://ppse.az.gov/student-complaint-procedure
Arkansas	Arkansas Department of Higher Education	Student Grievance form: https://adhe.edu/students-parents/student-grievance-form
California	Bureau for Private Postsecondary Education	http://www.bppe.ca.gov/enforcement/complaint.shtml
Colorado	Colorado Department of Higher Education	https://cdhe.colorado.gov/students/how-do-i/filing-a-student-complaint

Connecticut	Office of Financial and Academic Affairs for Higher Education	https://www.ohe.ct.gov/StudentComplaints.shtml
Delaware	Delaware Department of Education	https://education.delaware.gov/families/college-career-life/college-scholarship-financial-aid/dheo-forms/student-complaint-inquiry-form/
District of Columbia	Education Licensure Commission	https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints
Federated States of Micronesia		Not found
Florida	Commission for Independent Education Department of Education	https://www.fldoe.org/schools/higher-ed/fl-college-system/about-us/concerns-complaints.stml
Georgia	Nonpublic Postsecondary Education Commission	https://gnpec.georgia.gov/student-complaints
Guam		Not found
Hawaii	Hawaii Post-Secondary Education Authorization Program	https://cca.hawaii.gov/hpeap/student-complaint-process/

Idaho	Idaho State Board of Education	https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/
Illinois	Illinois Board of Higher Education	https://complaints.ibhe.org/
Indiana	Indiana Commission of Higher 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	No Complaint Process found on state agency website for institutions authorized by Louisiana but not related to reciprocity. (Only SARA Process within Institutional Process pdf (PDF) for purposes of participation in reciprocity for interstate distance education)
Maine	Maine Department of Education	No Complaint Process found on state agency website for institutions authorized by Maine but not related to reciprocity. Only State of Maine Complaint Form (PDF) . SARA complaint link offered.
Maryland	Maryland Higher Education Commission	https://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx - Scroll down to complaint process and form pdfs.

Massachusetts	Massachusetts Department of Higher Education	https://www.mass.edu/forstufam/complaints/complaints.asp
Michigan	Michigan Department of Labor & Economic Opportunity	https://www.michigan.gov/leo/-/media/Project/Websites/leo/Documents/WD/Programs_Services/PSS/Post-Secondary_Complaint_Instructions_FINAL_08172023.pdf?rev=fabcd847affa4ccc97e1d70af8cd280c&hash=C73147436111AB986CBE49019BB152BE Post-Secondary Schools Complaints Filing a Complaint
Minnesota	Minnesota Office of Higher Education	http://www.ohe.state.mn.us/mPg.cfm?pageID=1078
Mississippi	Commission on Proprietary School and College Registration	https://www.mccb.edu/cpscr-complaints
Missouri	Missouri Department of Higher Education	https://dhewd.mo.gov/media/pdf/complaint-resolution-policy
Montana	Montana University System, Montana Board of Regents	http://www.mus.edu/MUS-statement-of-complaint-process.asp
Nebraska	Nebraska Coordinating Commission for	https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions

	Postsecondary Education	
Nevada	Nevada Commission on Postsecondary Education	http://cpe.nv.gov/Students/Students_Home/ Note the Student Complaint under forms on right hand side.
New Hampshire	Department of Education, Division of Higher Education, Higher Education Commission	https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx
New Jersey	Office of the Secretary of Higher Education	http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml
New Mexico	New Mexico Higher Education Department	https://hed.nm.gov/students-parents/student-complaints

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 System	https://www.northcarolina.edu/post-secondary-education-complaints/
North Dakota	North Dakota University System	https://ndus.edu/state-authorization-sara/
Northern Marianas Islands		Not found
Ohio	The Ohio Department of Higher Education	https://highered.ohio.gov/students/current-college-students/student-complaints/student-complaints

Oklahoma	Oklahoma State Regents for Higher Education	https://www.okhighered.org/resources/student-complaint-form/
Oregon	Higher Education Coordinating Commission	https://www.oregon.gov/highered/about/Pages/complaints.aspx
Pennsylvania	Department of Education	https://www.pa.gov/agencies/education/programs-and-services/instruction/postsecondary-and-adult-education/students-complaints.html
Puerto Rico	Puerto Rico Council on Education	http://www.ce.pr.gov/ https://agencias.pr.gov/agencias/cepr/Documents/SARA_Complaint_Process%202022.pdf
Republic of Palau		Not found

Republic of the Marshall Islands		Not found
Rhode Island	Rhode Island Office of Post Secondary Commissioner	https://riopc.edu/policies/student-complaint-procedures/
South Carolina	South Carolina Commission on Higher Education	Complaint Procedure and Form
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-and-institution-complaints.html

Texas	Texas Higher Educatio n Coordina ting Board	https://www.highered.texas.gov/student-complaints/
U.S. Virgin Islands		Call (340) 774-2810 to reach the Virgin Islands Department of Education regarding student complaints.
Utah	Utah Division of Consume r Protectio n	https://services.dcp.utah.gov/s/
Vermont	Vermont Agency of Educatio n	https://education.vermont.gov/documents/postsecondary-program-complaint-resolution
Virginia	State Council of Higher Educatio n for Virginia	https://www.schev.edu/students/resources/student-complaints

Washington	Washington Student Achievement Council	https://wsac.wa.gov/student-complaints
West Virginia	WV Higher Educ. Policy Commission	http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf
Wisconsin	Wisconsin Educational Approval Board	https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx
Wyoming	Wyoming Department of Education	https://edu.wyoming.gov/?s=student+complaint+process