

# Student Complaint Information by State and Agency

- August 2017

Please note: Whenever possible this report used language provided by the state agency through the SHEEO Survey. In some cases, email correspondence and web site reviews were also incorporated.

<i>State</i>	<i>Agency Name</i>	<i>Link to and/or Information about Complaint Process</i>
Alabama	Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning	Complaints for out-of-state institutions are referred to the Alabama Department of Postsecondary Education (ADPE) for response. Please see the ADPE link below. For in-state institutions, contacts are posted to the ACHE website at <a href="http://www.ache.state.al.us/">http://www.ache.state.al.us/</a>
	Alabama Department of Postsecondary Education - Office of Private School Licensing Division	<a href="https://www.accs.cc/index.cfm/school-licensure/complaints/">https://www.accs.cc/index.cfm/school-licensure/complaints/</a>
Alaska	Alaska Commission on Postsecondary Education	<a href="http://acpe.alaska.gov/ABOUT_US/Consumer_Protection">http://acpe.alaska.gov/ABOUT_US/Consumer_Protection</a>
Arizona	Arizona State Board for Private Postsecondary Education	<a href="https://ppse.az.gov/complaint">https://ppse.az.gov/complaint</a>
Arkansas	Arkansas Department of Higher Education	<a href="http://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/">http://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/</a>
	Arkansas State Board of Private Career Education	<a href="http://www.sbpce.arkansas.gov/complaint-process">http://www.sbpce.arkansas.gov/complaint-process</a>
California	Bureau for Private Postsecondary Education	<a href="http://www.bppe.ca.gov/enforcement/complaint.shtml">http://www.bppe.ca.gov/enforcement/complaint.shtml</a> *note currently only for institutions regulated by BPPE.
Colorado	Colorado Department of Higher Education	<a href="http://highered.colorado.gov/Academics/Complaints/default.html">http://highered.colorado.gov/Academics/Complaints/default.html</a>
	Division of Private Occupational Schools	<a href="http://highered.colorado.gov/DPOS/Students/complaint.html">http://highered.colorado.gov/DPOS/Students/complaint.html</a>
Connecticut	The Office of Financial and Academic Affairs for Higher Education	<a href="http://www.ctohe.org/StudentComplaints.shtml">http://www.ctohe.org/StudentComplaints.shtml</a>
Delaware	Delaware Department of Education *note that there is no current URL link	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.

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District of Columbia	Education Licensure Commission	<a href="http://osse.dc.gov/service/public-complaints">http://osse.dc.gov/service/public-complaints</a>
Florida	Commission for Independent Education-Department of Education	<a href="http://www.fldoe.org/policy/cie/file-a-complaint.shtml">http://www.fldoe.org/policy/cie/file-a-complaint.shtml</a>
Georgia	Nonpublic Postsecondary Education Commission	<a href="https://gnpec.org/gnpec-authorized-school-complainant-form/">https://gnpec.org/gnpec-authorized-school-complainant-form/</a>
Hawaii	Hawaii Post-Secondary Education Authorization Program	<a href="http://cca.hawaii.gov/hpeap/student-complaint-process/">http://cca.hawaii.gov/hpeap/student-complaint-process/</a>
Idaho	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>
Illinois	Illinois Board of Higher Education	<a href="http://complaints.ibhe.org/">http://complaints.ibhe.org/</a>
Indiana	Indiana Department of Workforce Development	<a href="http://www.in.gov/dwd/2731.htm">http://www.in.gov/dwd/2731.htm</a>
	Indiana Commission on Proprietary Education	<a href="http://www.in.gov/che/2744.htm">http://www.in.gov/che/2744.htm</a>
Iowa	Iowa College Student Aid Commission	<a href="https://www.iowacollegeaid.gov/content/constituent-request-review">https://www.iowacollegeaid.gov/content/constituent-request-review</a>
Kansas	Kansas Board of Regents	<a href="http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process">http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process</a>
Kentucky	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	<a href="http://www.kcpe.ky.gov/">http://www.kcpe.ky.gov/</a>
Louisiana	Louisiana Board of Regents	<a href="http://www.regents.la.gov/subhome/students">http://www.regents.la.gov/subhome/students</a>
		<a href="http://www.regents.la.gov/page/proprietary-schools">http://www.regents.la.gov/page/proprietary-schools</a>

<i>State</i>	<i>Agency Name</i>	<i>Link to and/or Information about Complaint Process</i>
Maine	Maine Department of Education, Office of Higher Education Services	<a href="http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml">http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml</a> Complaints shall be addressed in writing to the Maine Department of Education, Office of Higher Education, Augusta, Maine, 04333, with specific facts and allegations and signed by the complainant. The school shall be notified of any complaints which are to be investigated. For more information, please contact Mr. Ángel Loredó, the Higher Education Specialist - <a href="mailto:Angel.Loredó@maine.gov">Angel.Loredó@maine.gov</a> .
Maryland	Maryland Higher Education Commission	<a href="http://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx">http://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx</a>
Massachusetts	Massachusetts Division of Professional Licensure 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="http://www.mass.edu/forstufam/complaints/complaints.asp">http://www.mass.edu/forstufam/complaints/complaints.asp</a>
Michigan	Michigan Department of Licensing and Regulatory Affairs	<a href="http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396---,00.html">http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396---,00.html</a>
Minnesota	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>
Mississippi	Mississippi Commission on College Accreditation	<a href="http://www.mississippi.edu/mcca/">http://www.mississippi.edu/mcca/</a>
	Commission on Proprietary School and College Registration	<a href="http://www.sbcjc.cc.ms.us/program/psDefault.aspx">http://www.sbcjc.cc.ms.us/program/psDefault.aspx</a>
Missouri	Missouri Department of Higher Education	<a href="https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf">https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf</a>
Montana	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>
Nebraska	Nebraska Department of Education, Private Postsecondary Career Schools	<a href="http://www.education.ne.gov/PPCS/PPCS%20Forms.html">http://www.education.ne.gov/PPCS/PPCS%20Forms.html</a>
	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>
Nevada	Nevada Commission on Postsecondary Education	<a href="http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm">http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm</a>

<i>State</i>	<i>Agency Name</i>	<i>Link to and/or Information about Complaint Process</i>
New Hampshire	Department of Education, Division of Higher Education, Higher Education Commission	<a href="http://www.education.nh.gov/highered/compliance-allegation.htm">http://www.education.nh.gov/highered/compliance-allegation.htm</a>
New Jersey	New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information	<a href="http://lwd.state.nj.us/labor/lwdhome/coei/teu.html">http://lwd.state.nj.us/labor/lwdhome/coei/teu.html</a>
	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>
New Mexico	New Mexico Higher Education Department	<a href="http://www.hed.state.nm.us/institutions/complaints.aspx">http://www.hed.state.nm.us/institutions/complaints.aspx</a>
New York	Office of College and University Evaluation	<a href="http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html">http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</a>
	Bureau of Proprietary School Supervision, New York State Education Department	<a href="http://www.acces.nysed.gov/bpss/student-rights">http://www.acces.nysed.gov/bpss/student-rights</a>
North Carolina	The University of North Carolina Board of Governors	<a href="http://www.northcarolina.edu/?q=complaints">http://www.northcarolina.edu/?q=complaints</a>
	The North Carolina Community College System (Office of Proprietary School Services)	<a href="http://www.ncccommunitycolleges.edu/proprietary-schools">http://www.ncccommunitycolleges.edu/proprietary-schools</a>
North Dakota	North Dakota State Board for Career and Technical Education	<a href="http://www.nd.gov/cte/private-post-inst/">http://www.nd.gov/cte/private-post-inst/</a>
	North Dakota University System	<a href="http://www.ndus.edu/system/state-authorization/">http://www.ndus.edu/system/state-authorization/</a>
Ohio	The Ohio Board of Regents	<a href="https://www.ohiohighered.org/students/complaints">https://www.ohiohighered.org/students/complaints</a>
	Ohio State Board of Career Colleges and Schools	<a href="http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx">http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx</a>
Oklahoma	Oklahoma State Regents for Higher Education	<a href="http://www.okhighered.org/current-college-students/complaints.shtml">http://www.okhighered.org/current-college-students/complaints.shtml</a>
	Oklahoma Board of Career and Technology Education	<a href="http://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/comments-or-complaints-policy">http://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/comments-or-complaints-policy</a>
	The Oklahoma Board of Private Schools	A Form is available by request to the OBPVS Staff, but is not required. Unless a safety or other issue requiring an in-person investigation is alleged, a "Student," complaint will be accepted and sent to the institution for a response that may then be forwarded to the complainant for further input. Nora Ann House, Director, 3700 N. Classen Blvd., Ste. 250, Oklahoma City, OK 73118, phone 405/528-3370, FAX 405/528-3366, nhouse@obpvs.ok.gov

<i>State</i>	<i>Agency Name</i>	<i>Link to and/or Information about Complaint Process</i>
Oregon	Office of Degree Authorization	<a href="http://www.oregonstudentaid.gov/oda.aspx">http://www.oregonstudentaid.gov/oda.aspx</a>
	Department of Education Private and Career Schools Office	<a href="http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary.aspx">http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary.aspx</a>
Pennsylvania	Department of Education	<a href="http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#tab-1">http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#tab-1</a>
Puerto Rico	Puerto Rico Council on Education	NONE LISTED - in English
Rhode Island	Rhode Island Board of Governors for Higher Education	<a href="http://www.ribghe.org/students.htm">http://www.ribghe.org/students.htm</a>
South Carolina	South Carolina Commission on Higher Education	<a href="http://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.aspx">http://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.aspx</a>
South Dakota	Secretary of State (South Dakota Attorney General)	<a href="http://consumer.sd.gov/complaintform.aspx">http://consumer.sd.gov/complaintform.aspx</a>
Tennessee	Tennessee Higher Education Commission	<a href="http://tn.gov/thec/article/postsecondary-links">http://tn.gov/thec/article/postsecondary-links</a>
Texas	Texas Workforce Commission	<a href="http://www.twc.state.tx.us/svcs/propschools/problem-school.html">http://www.twc.state.tx.us/svcs/propschools/problem-school.html</a>
	Texas Higher Education Coordinating Board	<a href="http://www.thecb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9">http://www.thecb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9</a>
Utah	Utah Division of Consumer Protection	<a href="http://consumerprotection.utah.gov/complaints/index.html">http://consumerprotection.utah.gov/complaints/index.html</a>
Vermont	Vermont State Board of Education	<a href="http://education.vermont.gov/documents/postsecondary-program-complaint-resolution">http://education.vermont.gov/documents/postsecondary-program-complaint-resolution</a>
Virginia	Private & Out-of-State Postsecondary Education, State Council of Higher Education for Virginia	<a href="http://schev.edu/index/students-and-parents/resources/student-complaints">http://schev.edu/index/students-and-parents/resources/student-complaints</a>
Washington	Washington Student Achievement Council	<a href="http://www.wsac.wa.gov/student-complaints">http://www.wsac.wa.gov/student-complaints</a>
	Washington Workforce Training and Education Coordinating Board	<a href="http://www.wtb.wa.gov/PCS_Complaints.asp">http://www.wtb.wa.gov/PCS_Complaints.asp</a>

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West Virginia	West Virginia Higher Education 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>
	West Virginia 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>
Wisconsin	Wisconsin Educational Approval Board	<a href="http://eab.state.wi.us/resources/complaint.asp">http://eab.state.wi.us/resources/complaint.asp</a>
Wyoming	Wyoming Department of Education	<a href="http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/">http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/</a>

\*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.