



# Student Complaint Information by State and Agency

State / Territory	Agency Name	Information about Complaint Process (for in-state complaints and activities outside the purview of NC-SARA)
Alabama	Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning	For Alabama’s public institutions, contacts are posted to the ACHE website at <a href="https://www.accs.edu/student-complaints/">https://www.accs.edu/student-complaints/</a>
	ACCS Private School Licensing Division	<a href="https://www.accs.edu/about-accs/private-school-licensure/complaints/">https://www.accs.edu/about-accs/private-school-licensure/complaints/</a> Complaints for out-of-state institutions are referred to the ACCS Private School Licensure Division.
Alaska	Alaska Commission on Postsecondary Education	<a href="https://acpe.alaska.gov/ConsumerProtection">https://acpe.alaska.gov/ConsumerProtection</a>
American Samoa	Board of Higher Education for the American Samoa Community College	Call (684) 699-9155 or email <a href="mailto:info@amsamoa.edu">info@amsamoa.edu</a>
Arizona	Arizona State Board for Private Postsecondary Education	<a href="https://ppse.az.gov/complaint">https://ppse.az.gov/complaint</a>
Arkansas	Arkansas Division of Higher Education	<a href="https://adhe.edu/institutions/academic-affairs">https://adhe.edu/institutions/academic-affairs</a>  ADHE indicates that it has no authority over institutions.
	Arkansas State Board of Private Career Education	<a href="https://adhe.edu/resources/forms">https://adhe.edu/resources/forms</a> Webpage indicates that the board has legal authority to “publish and adhere to a procedure for handling student complaints.”
California	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>
Colorado	Colorado Department of Higher Education Division of Private Occupational Schools	<a href="https://cdhe.colorado.gov/dposconnect-resources">https://cdhe.colorado.gov/dposconnect-resources</a>



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Connecticut	The Office of Higher Education	<a href="https://www.ohe.ct.gov/StudentComplaints.shtml">https://www.ohe.ct.gov/StudentComplaints.shtml</a>
Delaware	Delaware Department of Education	<a href="https://www.doe.k12.de.us/cms/lib/DE01922744/Centricity/Domain/161/DDOE%20SARA%20Student%20Complaint%20Form.docx">https://www.doe.k12.de.us/cms/lib/DE01922744/Centricity/Domain/161/DDOE%20SARA%20Student%20Complaint%20Form.docx</a> Applicable for complaints under NC-SARA policy only.
District of Columbia	Education Licensure Commission	<a href="https://helc.osse.dc.gov/topic/helcadmin/students/frequently-asked-questions-for-students">https://helc.osse.dc.gov/topic/helcadmin/students/frequently-asked-questions-for-students</a>
Federated States of Micronesia	FSM State Higher Education Agency College of Micronesia-FSM	Call (691) 320-2480
Florida	Commission for Independent Education- Department of Education	<a href="https://www.fldoe.org/policy/cie/student-concerns.shtml">https://www.fldoe.org/policy/cie/student-concerns.shtml</a>
Georgia	Nonpublic Postsecondary Education Commission	<a href="https://gnpec.georgia.gov/student-complaints">https://gnpec.georgia.gov/student-complaints</a>
Guam	Guam Higher Education Agency University of Guam	<a href="http://www.uog.edu/">http://www.uog.edu/</a> Call (671) 735-2994
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="https://complaints.ibhe.org/">https://complaints.ibhe.org/</a>
Indiana	Indiana Department of Workforce Development	<a href="https://www.in.gov/dwd/octs.htm">https://www.in.gov/dwd/octs.htm</a>

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	Indiana Commission of Higher Education	<a href="https://www.in.gov/che/2744.htm">https://www.in.gov/che/2744.htm</a>
Iowa	Iowa College Student Aid Commission	<a href="https://www.iowacollegeaid.gov/StudentComplaintForm">https://www.iowacollegeaid.gov/StudentComplaintForm</a>
Kansas	Kansas Board of Regents	<a href="https://www.kansasregents.gov/students/university_student_complaints">https://www.kansasregents.gov/students/university_student_complaints</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="https://kcpe.ky.gov/Documents/FormtoFileaComplaint.pdf">https://kcpe.ky.gov/Documents/FormtoFileaComplaint.pdf</a>
Louisiana	Louisiana Board of Regents	<a href="https://www.laregents.edu/resources-3/">https://www.laregents.edu/resources-3/</a>
Maine	Maine Department of Education, Office of Higher Education Services	<a href="https://www.maine.gov/doe/cds/dueprocess">https://www.maine.gov/doe/cds/dueprocess</a>
Maryland	Maryland Higher Education Commission	<a href="https://onestop.md.gov/forms/mhec-student-complaint-portal-5f74bfc0ab0f9d00fc796766">https://onestop.md.gov/forms/mhec-student-complaint-portal-5f74bfc0ab0f9d00fc796766</a>
Massachusetts	Office of Private Occupational School Education	<a href="https://www.mass.gov/how-to/file-a-complaint-against-an-occupational-board-licensee">https://www.mass.gov/how-to/file-a-complaint-against-an-occupational-board-licensee</a>
Michigan	Michigan Department of Labor and Economic Opportunity	<a href="https://www.michigan.gov/leo/bureaus-agencies/wd/pss">https://www.michigan.gov/leo/bureaus-agencies/wd/pss</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/student_complaint_process.asp">http://www.mississippi.edu/mcca/student_complaint_process.asp</a>



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	Commission on Proprietary School and College Registration	<a href="https://www.mccb.edu/offices/proprietary-schools">https://www.mccb.edu/offices/proprietary-schools</a>
Missouri	Missouri Department of Higher Education	<a href="https://dhewd.mo.gov/higher-education/academic-affairs">https://dhewd.mo.gov/higher-education/academic-affairs</a>
Montana	Montana University System, Montana Board of Regents	<a href="https://mus.edu/MUS-Statement-of-Complaint-Process.html">https://mus.edu/MUS-Statement-of-Complaint-Process.html</a>
Nebraska	Nebraska Department of Education, Private Postsecondary Career Schools	<a href="https://education.ne.gov/cc/complaint-form/">https://education.ne.gov/cc/complaint-form/</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://cpe.nv.gov/Students/Students_Home/">http://cpe.nv.gov/Students/Students_Home/</a>
New Hampshire	Department of Education, Division of Higher Education, Higher Education Commission	<a href="https://www.education.nh.gov/who-we-are/commissioner/complaints-and-concerns">https://www.education.nh.gov/who-we-are/commissioner/complaints-and-concerns</a>
New Jersey	New Jersey Department of Labor and Workforce Development	<a href="https://www.nj.gov/labor/wageandhour/">https://www.nj.gov/labor/wageandhour/</a>
	Office of the Secretary of Higher Education	<a href="https://www.nj.gov/highereducation/OSHEComplaintInstructions.shtml">https://www.nj.gov/highereducation/OSHEComplaintInstructions.shtml</a>
New Mexico	New Mexico Higher Education Department	<a href="https://hed.nm.gov/students-parents/nc-sara">https://hed.nm.gov/students-parents/nc-sara</a>
New York	Office of College and University Evaluation	<a href="https://www.nysed.gov/college-university-evaluation/complaints">https://www.nysed.gov/college-university-evaluation/complaints</a>
	Adult Career and Continuing Education Services	<a href="http://www.acces.nysed.gov/bpss/student-rights">http://www.acces.nysed.gov/bpss/student-rights</a>

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North Carolina	The University of North Carolina System	<a href="https://www.northcarolina.edu/post-secondary-education-complaints/">https://www.northcarolina.edu/post-secondary-education-complaints/</a>
	The North Carolina Community College System (Office of Proprietary School Services)	<a href="https://www.ncccommunitycolleges.edu/students/student-services/file-a-complaint/">https://www.ncccommunitycolleges.edu/students/student-services/file-a-complaint/</a>
North Dakota	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>
	North Dakota University System	<a href="https://ndus.edu/state-authorization-sara/">https://ndus.edu/state-authorization-sara/</a>
Northern Marianas Islands	Northern Marianas Department of Education CNMI Public School System	Call (670) 237-3027
Ohio	The Ohio Board of Regents	<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="http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx">http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx</a>
Oklahoma	Oklahoma State Regents for Higher Education	<a href="https://okhighered.org/current-college-students/complaints/">https://okhighered.org/current-college-students/complaints/</a>
	Oklahoma CareerTech	<a href="https://oklahoma.gov/careertech/policies/communications-or-complaints.html">https://oklahoma.gov/careertech/policies/communications-or-complaints.html</a>
	The Oklahoma Board of Private Vocational Schools	<a href="https://oklahoma.gov/obpvs/forms-and-resources.html">https://oklahoma.gov/obpvs/forms-and-resources.html</a>
Oregon	Higher Education Coordinating Commission	<a href="https://www.oregon.gov/highered/access/Pages/student-complaints.aspx">https://www.oregon.gov/highered/access/Pages/student-complaints.aspx</a>
Pennsylvania	Department of Education	<a href="https://www.pa.gov/agencies/education/programs-and-services/educators/educator-misconduct.html">https://www.pa.gov/agencies/education/programs-and-services/educators/educator-misconduct.html</a>

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Puerto Rico	Puerto Rico Council on Education	<a href="http://www.ce.pr.gov/chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf">http://www.ce.pr.gov/chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf</a>
Republic of Palau	Palau State Higher Education Agency Palau Community College	<a href="http://pcc.palau.edu/">http://pcc.palau.edu/</a> Call (680) 488-2470
Republic of the Marshall Islands	Republic of the Marshall Islands State Higher Education Agency Scholarship Grant and Loan Board	<a href="https://pss.edu.mh/news-updates/">https://pss.edu.mh/news-updates/</a> Call (692) 625-5770
Rhode Island	Rhode Island Board of Governors for Higher Education	<a href="https://www.riopc.edu/">https://www.riopc.edu/</a>
South Carolina	South Carolina Commission on Higher Education	<a href="https://www.che.sc.gov/students-families-and-military/student-resources">https://www.che.sc.gov/students-families-and-military/student-resources</a>
South Dakota	Secretary of State (South Dakota Attorney General)	<a href="https://consumer.sd.gov/complaintform.aspx">https://consumer.sd.gov/complaintform.aspx</a>
Tennessee	Tennessee Higher Education Commission	<a href="https://www.tn.gov/thec/for-institutions/postsecondary-state-authorization/request-for-complaint-review.html">https://www.tn.gov/thec/for-institutions/postsecondary-state-authorization/request-for-complaint-review.html</a>
Texas	Texas Higher Education Coordinating Board	<a href="https://www.highered.texas.gov/student-complaints/">https://www.highered.texas.gov/student-complaints/</a>
U.S. Virgin Islands	The Virgin Islands Department of Education	<a href="https://www.vide.vi/">https://www.vide.vi/</a> Call (340) 774-2810
Utah	Utah Division of Consumer Protection	<a href="https://ushe.edu/office-of-commissioner/state-authorization-%20ut-sara/">https://ushe.edu/office-of-commissioner/state-authorization-%20ut-sara/</a>
Vermont	Vermont State Board of Education	<a href="https://education.vermont.gov/documents/postsecondary-program-complaint-resolution">https://education.vermont.gov/documents/postsecondary-program-complaint-resolution</a>

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Virginia	Private & Out-of-State Postsecondary Education, 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>
Washington	Washington Student Achievement Council	<a href="https://wsac.wa.gov/student-complaints">https://wsac.wa.gov/student-complaints</a>
	Washington Workforce Training and Education Coordinating Board	<a href="https://wtb.wa.gov/private-career-schools/school-complaints/">https://wtb.wa.gov/private-career-schools/school-complaints/</a>
West Virginia	West Virginia Higher Education Policy Commission West Virginia Council for Community & Technical College Education	<a href="https://www.wvhepc.edu/wp-content/uploads/2024/10/Student-Complaint-Process.pdf">https://www.wvhepc.edu/wp-content/uploads/2024/10/Student-Complaint-Process.pdf</a>
Wisconsin	Wisconsin Educational Approval Board	<a href="https://www.wisconsin.edu/student-complaints/">https://www.wisconsin.edu/student-complaints/</a>
Wyoming	Wyoming Department of Education	<a href="https://edu.wyoming.gov/transparency/private-school-licensing/">https://edu.wyoming.gov/transparency/private-school-licensing/</a>

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