

# 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://ache.edu/ACHE_Reports/Forms/NRI/federal-reg.pdf">https://ache.edu/ACHE_Reports/Forms/NRI/federal-reg.pdf</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 PrivateSchool 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 Department of Higher Education	<a href="https://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/grievance-form">https://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/grievance-form</a> ADHE indicates that it has no authority over institutions.
	Arkansas State Board of Private Career Education	<a href="https://www.adhe.edu/private-career-education/students/">https://www.adhe.edu/private-career-education/students/</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://highered.colorado.gov/filing-student-complaint">https://highered.colorado.gov/filing-student-complaint</a>



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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	<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/contact-us/search.stml?q=how+to+file+a+student+complaint">https://www.fldoe.org/contact-us/search.stml?q=how+to+file+a+student+complaint</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>



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Indiana	Indiana Department of Workforce Development	<a href="https://www.in.gov/dwd/octs.htm">https://www.in.gov/dwd/octs.htm</a>
	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.org/academic_affairs/private_out_of_state/complaint_process">https://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/forms/FormtoFileaComplaint.pdf">http://www.kcpe.ky.gov/forms/FormtoFileaComplaint.pdf</a>
Louisiana	Louisiana Board of Regents	<a href="https://regents.la.gov/students-parents/student-complaint-process/">https://regents.la.gov/students-parents/student-complaint-process/</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://mhec.maryland.gov/institutions_training/Pages/acadaffairsdepartments.aspx">https://mhec.maryland.gov/institutions_training/Pages/acadaffairsdepartments.aspx</a>
Massachusetts	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>
Michigan	Michigan Department of Licensing and Regulatory Affairs	<a href="https://www.michigan.gov/documents/lara/Post-Secondary_Student_Complaints_498839_7.pdf">https://www.michigan.gov/documents/lara/Post-Secondary_Student_Complaints_498839_7.pdf</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://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="https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf">https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf</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://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx">https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx</a>
New Jersey	New Jersey Department of Labor and Workforce Development	<a href="https://www.state.nj.us/labor/lwdhome/coei/teu.html">https://www.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/students/hed-student-complaint-form.aspx">http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx</a>
New York	Office of College and University Evaluation	<a href="http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university">http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university</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.nccommunitycolleges.edu/proprietary-schools">https://www.nccommunitycolleges.edu/proprietary-schools</a>
North Dakota	North Dakota State Board for Career and Technical Education	<a href="https://www.cte.nd.gov/sites/www/files/documents/PrivateP/S/NDSBCTE_Student_Complaint_Procedure.pdf">https://www.cte.nd.gov/sites/www/files/documents/PrivateP/S/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://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="https://www.okhighered.org/current-college-students/complaints.shtml">https://www.okhighered.org/current-college-students/complaints.shtml</a>
	Oklahoma Board of Career and Technology Education	<a href="https://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/comments-or-complaints-policy">https://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/comments-or-complaints-policy</a>
	The Oklahoma Board of Private Vocational Schools	<a href="http://obpvs.ok.gov/students#studentforms">http://obpvs.ok.gov/students#studentforms</a>
Oregon	Higher Education Coordinating Commission	<a href="https://www.oregon.gov/highered/about/Pages/complaints.aspx">https://www.oregon.gov/highered/about/Pages/complaints.aspx</a>
Pennsylvania	Department of Education	<a href="https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx">https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx</a>

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Puerto Rico	Puerto Rico Council on Education	<a href="http://www.ce.pr.gov/">http://www.ce.pr.gov/</a> <a href="http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf">http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf</a> Unclear if this process applies to SARA or to all complaints.
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	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/CHE_Docs/academicaffairs/license/Complaint_Procedures_and_Form.pdf">https://www.che.sc.gov/CHE_Docs/academicaffairs/license/Complaint_Procedures_and_Form.pdf</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/thehc/for-students-and-families/transcript-requests-and-institution-complaints.html">https://www.tn.gov/thehc/for-students-and-families/transcript-requests-and-institution-complaints.html</a>
Texas	Texas Higher Education Coordinating Board	<a href="http://www.thecb.state.tx.us/links/student-complaints/">http://www.thecb.state.tx.us/links/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-ut-sara/sara-complaint-form/">https://ushe.edu/office-of-commissioner/state-authorization-ut-sara/sara-complaint-form/</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://schev.edu/index/students-and-parents/resources/student-complaints">https://schev.edu/index/students-and-parents/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://www.wtb.wa.gov/private-career-schools/student-resources/">https://www.wtb.wa.gov/private-career-schools/student-resources/</a>
West Virginia	West Virginia Higher Education Policy Commission 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="https://heab.state.wi.us/search.html">https://heab.state.wi.us/search.html</a>
Wyoming	Wyoming Department of Education	<a href="https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/">https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/</a>