

Student Complaint Information by State and Agency

January 2021 Update

State	Agency Name	Link to and/or Information about Complaint Process
Alabama	Alabama Commission on Higher Education	Complaint Information Page (public institutions) https://ache.edu/ACHE_Reports/Forms/NRI/federal-reg.pdf
	Alabama Community College System, Private School Licensure Division	Complaint Information Page (out-of-state institutions) https://www.accs.edu/about-accs/private-school-licensure/complaints/
Alaska	Alaska Commission on Postsecondary Education	https://acpe.alaska.gov/ConsumerProtection
Arizona	Arizona State Board for Private Postsecondary Education	https://ppse.az.gov/complaint
Arkansas	Arkansas Division of Higher Education	Complaint Information Page (degree granting institutions) https://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/
		Complaint Information Page (non-degree granting institutions) https://sbpce.wufoo.com/forms/form-8040-complaint-form/
California	California Bureau for Private Postsecondary Education	Complaint Information Page (BPPE regulated) https://www.bppe.ca.gov/enforcement/complaint.shtml
		Complaint Information Page (out-of-state institutions) https://www.dca.ca.gov/consumers/complaints/oos_students.shtml
Colorado	Colorado Department of Higher Education	https://cdhe.colorado.gov/filing-student-complaint
	Colorado Division of Private Occupational Schools	https://highered.colorado.gov/complaint-procedures
Connecticut	Connecticut Office of Higher Education	http://www.ctohe.org/StudentComplaints.shtml
Delaware	Delaware Department of Education Higher Education Office	https://www.doe.k12.de.us/sara
District of Columbia	District of Columbia Higher Education Licensure Commission	https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints
Florida	Florida Commission for Independent Education	http://www.fldoe.org/policy/cie/file-a-complaint.stml
Georgia	Georgia Nonpublic Education Commission	https://gnpec.georgia.gov/student-resources/student-complaints
Hawaii	Hawaii Postsecondary Education Authorization Program (HPEAP)	http://cca.hawaii.gov/hpeap/forms/student-forms/
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	http://complaints.ibhe.org/

State	Agency Name	Link to and/or Information about Complaint Process
Indiana	Indiana Commission for Higher Education	https://www.in.gov/che/student-complaints/
	Indiana Office for Career and Technical Schools	https://www.in.gov/dwd/career-training-adult-ed/octs/
Iowa	Iowa College Student Aid Commission	https://www.iowacollegeaid.gov/StudentComplaintForm
Kansas	Kansas Board of Regents	https://kansasregents.org/academic_affairs/private_out_of_state/complaint_process
Kentucky	Kentucky Commission on Proprietary Education	http://cpe.ky.gov/campuses/consumer_complaint.html
	Kentucky Council on Postsecondary Education	http://cpe.ky.gov/campuses/consumer_complaint.html
Louisiana	Louisiana Board of Regents	https://regents.la.gov/students-parents/student-complaint-process/
	Louisiana Board of Regents, Proprietary Schools	http://www.regents.la.gov/assets/docs/2014/07/StudentComplaintProcedure.pdf
Maine	Maine Department of Higher Education	https://www.maine.gov/doe/learning/highered/sara
Maryland	Maryland Higher Education Commission	http://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx
Massachusetts	Massachusetts Department of Higher Education	https://www.mass.edu/forstufam/documents/Final%20DHE%20Complaint%20Policy.pdf
	Massachusetts Division of Professional Licensure	https://www.mass.gov/how-to/file-a-complaint-against-a-division-of-professional-licensure-licensee
Michigan	Michigan Department of Labor and Economic Opportunity (LEO)/Employment & Training	https://www.michigan.gov/leo/0,5863,7-336-94422_2739---,00.html
Minnesota	Minnesota Office of Higher Education	https://www.ohe.state.mn.us/mPg.cfm?pagelD=2142
Mississippi	Mississippi Commission on College Accreditation	http://www.mississippi.edu/mcca/student_complaint_process.asp
	Mississippi Commission of Proprietary School and College Registration	https://www.mccb.edu/cpscr-complaints
Missouri	Missouri Department of Higher Education and Workforce Development	https://dhewd.mo.gov/policies/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf
Montana	Montana Office of the Commissioner of Higher Education	https://mus.edu/che/arsa/StateAuthorization/Students.html
Nebraska	Nebraska Department of Education- Private Postsecondary Career Schools	https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf
	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	New Hampshire Department of Education, Division of Educator Support and Higher Education	https://www.education.nh.gov/pathways-education/higher-education-new-hampshire

State	Agency Name	Link to and/or Information about Complaint Process
New Jersey	New Jersey Center for Occupational Employment Information	http://lwd.state.nj.us/labor/lwdhome/coei/teu.html
	New Jersey Office of the Secretary of Higher Education	https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml
New Mexico	New Mexico Higher Education Department	https://hed.state.nm.us/students-parents/student-complaints
New York	New York State Education Department	http://www.acces.nysed.gov/bpss/student-rights
	New York Office of College and University Evaluation	http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university
North Carolina	North Carolina Licensure and State Information	https://www.northcarolina.edu/wp-content/uploads/reports-and-documents/academic-affairs/student_complaint_policy.pdf
	North Carolina Community College System-Office of Proprietary Schools	http://www.nccommunitycolleges.edu/proprietary-schools
North Dakota	North Dakota University System	https://ndus.edu/state-authorization-sara/
	North Dakota Department of Career and Technical Education	https://www.cte.nd.gov/sites/www/files/documents/PrivatePS/NDSBCTE_Student_Complaint_Procedure.pdf
Ohio	Ohio Department of Higher Education	https://www.ohiohighered.org/students/complaints
	Ohio State Board of Career Colleges and Schools	http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx
Oklahoma	Oklahoma State Regents for Higher Education	http://www.okhighered.org/current-college-students/complaints.shtml
	Oklahoma Board of Private Vocational Schools	https://obpvs.ok.gov/students
Oregon	Oregon Higher Education Coordinating Commission - Private Postsecondary Education	https://www.oregon.gov/highered/about/Pages/complaints.aspx
	Oregon Higher Education Coordinating Commission	https://www.oregon.gov/highered/about/Pages/complaints.aspx
Pennsylvania	Pennsylvania Department of Education - Division of Higher Education, Access, and Equity	https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx
Puerto Rico	Puerto Rico State Department- Board of Postsecondary Institutions	http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf
Rhode Island	Rhode Island Office of the Postsecondary Commissioner	https://www.riopc.edu/page/student_complaint/
South Carolina	South Carolina Commission on Higher Education	https://www.che.sc.gov/InstitutionsEducators/Licensing/LicensingofNon-PublicPostsecondaryInstitutions.aspx
South Dakota	South Dakota Secretary of State	https://consumer.sd.gov/complaintform.aspx
Tennessee	Tennessee Higher Education Commission	https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization.html
Texas	Texas Higher Education Coordinating Board	https://www.highered.texas.gov/links/student-complaints/
	Texas Workforce Commission	https://www.twc.texas.gov/jobseekers/career-schools-colleges-students

State	Agency Name	Link to and/or Information about Complaint Process
Utah	Utah Division of Consumer Protection	https://dcp.utah.gov/complaints.html
Vermont	Vermont Agency of Education	http://education.vermont.gov/documents/postsecondary-program-complaint-resolution
Virginia	Virginia State Council of Higher Education	http://schev.edu/index/students-and-parents/resources/student-complaints
Washington	Washington Student Achievement Council	https://wsac.wa.gov/student-complaints
	Washington Workforce Training and Education Coordinating Board	https://www.wtb.wa.gov/private-career-schools/school-complaints/
West Virginia	West Virginia Higher Education Policy Commission	http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf
	West Virginia Council for Community and Technical College Education	https://wvctcs.org/complaints
Wisconsin	Wisconsin Educational Approval Program	https://dsps.wi.gov/Pages/Programs/EducationalApproval/Student.aspx
Wyoming	Wyoming Department of Education	https://1ddlxtt2jowkvs672myo6z14-wpengine.netdna-ssl.com/wp-content/uploads/2018/08/Wyoming-Department-of-Education-Student-Complaint-Process.pdf