

# Student Complaint Information by State and Agency

January 2022 Update

State	Agency Name	Link to and/or Information about Complaint Process
Alabama	Alabama Commission on Higher Education	Complaint Information Page (public institutions) <a href="https://ache.edu/ACHE_Reports/Forms/NRI/federal-reg.pdf">https://ache.edu/ACHE_Reports/Forms/NRI/federal-reg.pdf</a>
	Alabama Community College System, Private School Licensure Division	Complaint Information Page (out-of-state institutions) <a href="https://www.accs.edu/about-accs/private-school-licensure/complaints/">https://www.accs.edu/about-accs/private-school-licensure/complaints/</a>
Alaska	Alaska Commission on Postsecondary Education	<a href="https://acpe.alaska.gov/ConsumerProtection">https://acpe.alaska.gov/ConsumerProtection</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	Complaint Information Page (degree granting institutions) <a href="https://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/">https://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/</a>
		Complaint Information Page (non-degree granting institutions) <a href="https://sbpce.wufoo.com/forms/form-8040-complaint-form/">https://sbpce.wufoo.com/forms/form-8040-complaint-form/</a>
California	California Bureau for Private Postsecondary Education	Complaint Information Page (BPPE regulated) <a href="https://www.bppe.ca.gov/enforcement/complaint.shtml">https://www.bppe.ca.gov/enforcement/complaint.shtml</a>
		Complaint Information Page (out-of-state institutions) <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	<a href="https://cdhe.colorado.gov/filing-student-complaint">https://cdhe.colorado.gov/filing-student-complaint</a>
	Colorado Division of Private Occupational Schools	<a href="https://highered.colorado.gov/complaint-procedures">https://highered.colorado.gov/complaint-procedures</a>
Connecticut	Connecticut Office of Higher Education	<a href="http://www.ctohe.org/StudentComplaints.shtml">http://www.ctohe.org/StudentComplaints.shtml</a>
Delaware	Delaware Department of Education Higher Education Office	<a href="https://www.doe.k12.de.us/sara">https://www.doe.k12.de.us/sara</a>
District of Columbia	District of Columbia Higher Education Licensure Commission	<a href="https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints">https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints</a>
Florida	Florida Commission for Independent Education	<a href="https://www.fldoe.org/sara/complaint-process.stml">https://www.fldoe.org/sara/complaint-process.stml</a>
Georgia	Georgia Nonpublic Education Commission	<a href="https://gnpec.georgia.gov/student-resources/student-complaints">https://gnpec.georgia.gov/student-resources/student-complaints</a>
Hawaii	Hawaii Postsecondary Education Authorization Program (HPEAP)	<a href="http://cca.hawaii.gov/hpeap/forms/student-forms/">http://cca.hawaii.gov/hpeap/forms/student-forms/</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 Commission for Higher Education	<a href="https://www.in.gov/che/student-complaints/">https://www.in.gov/che/student-complaints/</a>
	Indiana Office for Career and Technical Schools	<a href="https://www.in.gov/dwd/career-training-adult-ed/octs/">https://www.in.gov/dwd/career-training-adult-ed/octs/</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://kansasregents.org/academic_affairs/private_out_of_state/complaint_process">https://kansasregents.org/academic_affairs/private_out_of_state/complaint_process</a>
Kentucky	Kentucky Commission on Proprietary Education	<a href="http://cpe.ky.gov/campuses/consumer_complaint.html">http://cpe.ky.gov/campuses/consumer_complaint.html</a>
	Kentucky Council on Postsecondary Education	<a href="http://cpe.ky.gov/campuses/consumer_complaint.html">http://cpe.ky.gov/campuses/consumer_complaint.html</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>
	Louisiana Board of Regents, Proprietary Schools	<a href="http://www.regents.la.gov/assets/docs/2014/07/StudentComplaintProcedure.pdf">http://www.regents.la.gov/assets/docs/2014/07/StudentComplaintProcedure.pdf</a>
Maine	Maine Department of Higher Education	<a href="https://www.maine.gov/doe/learning/highered/sara">https://www.maine.gov/doe/learning/highered/sara</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 Department of Higher Education	<a href="https://www.mass.edu/forstufam/documents/Final%20DHE%20Complaint%20Policy.pdf">https://www.mass.edu/forstufam/documents/Final%20DHE%20Complaint%20Policy.pdf</a>
	Massachusetts Division of Professional Licensure	<a href="https://www.mass.gov/how-to/file-a-complaint-against-a-division-of-professional-licensure-licensee">https://www.mass.gov/how-to/file-a-complaint-against-a-division-of-professional-licensure-licensee</a>
Michigan	Michigan Department of Labor and Economic Opportunity (LEO)/Employment & Training	<a href="https://www.michigan.gov/leo/0,5863,7-336-94422_2739---,00.html">https://www.michigan.gov/leo/0,5863,7-336-94422_2739---,00.html</a>
Minnesota	Minnesota Office of Higher Education	<a href="https://www.ohe.state.mn.us/mPg.cfm?pagelD=2142">https://www.ohe.state.mn.us/mPg.cfm?pagelD=2142</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>
	Mississippi Commission of Proprietary School and College Registration	<a href="https://www.mccb.edu/cpscr-complaints">https://www.mccb.edu/cpscr-complaints</a>
Missouri	Missouri Department of Higher Education and Workforce Development	<a href="https://dhewd.mo.gov/policies/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf">https://dhewd.mo.gov/policies/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf</a>
Montana	Montana Office of the Commissioner of Higher Education	<a href="https://mus.edu/che/arsa/StateAuthorization/Students.html">https://mus.edu/che/arsa/StateAuthorization/Students.html</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	New Hampshire Department of Education, Division of Educator Support and Higher Education	<a href="https://www.education.nh.gov/pathways-education/higher-education-new-hampshire">https://www.education.nh.gov/pathways-education/higher-education-new-hampshire</a>

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New Jersey	New Jersey 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>
	New Jersey Office of the Secretary of Higher Education	<a href="https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml">https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml</a>
New Mexico	New Mexico Higher Education Department	<a href="https://hed.state.nm.us/students-parents/student-complaints">https://hed.state.nm.us/students-parents/student-complaints</a>
New York	New York State Education Department	<a href="http://www.acces.nysed.gov/bpss/student-rights">http://www.acces.nysed.gov/bpss/student-rights</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>
North Carolina	North Carolina Licensure and State Information	<a href="https://www.northcarolina.edu/post-secondary-education-complaints/">https://www.northcarolina.edu/post-secondary-education-complaints/</a>
	North Carolina Community College System-Office of Proprietary Schools	<a href="http://www.nccommunitycolleges.edu/proprietary-schools">http://www.nccommunitycolleges.edu/proprietary-schools</a>
North Dakota	North Dakota University System	<a href="https://ndus.edu/state-authorization-sara/">https://ndus.edu/state-authorization-sara/</a>
	North Dakota Department of 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>
Ohio	Ohio Department of Higher Education	<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 Private Vocational Schools	<a href="https://obpvs.ok.gov/students">https://obpvs.ok.gov/students</a>
Oregon	Oregon Higher Education Coordinating Commission - Private Postsecondary Education	<a href="https://www.oregon.gov/highered/about/Pages/complaints.aspx">https://www.oregon.gov/highered/about/Pages/complaints.aspx</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	Pennsylvania Department of Education - Division of Higher Education, Access, and Equity	<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>
Puerto Rico	Puerto Rico State Department- Board of Postsecondary Institutions	<a href="https://www.nc-sara.org/agency/puerto-rico-state-department-board-postsecondary-institutions">https://www.nc-sara.org/agency/puerto-rico-state-department-board-postsecondary-institutions</a>
Rhode Island	Rhode Island Office of the Postsecondary Commissioner	<a href="https://www.riopc.edu/page/student_complaint/">https://www.riopc.edu/page/student_complaint/</a>
South Carolina	South Carolina Commission on Higher Education	<a href="https://www.che.sc.gov/InstitutionsEducators/Licensing/LicensingofNon-PublicPostsecondaryInstitutions.aspx">https://www.che.sc.gov/InstitutionsEducators/Licensing/LicensingofNon-PublicPostsecondaryInstitutions.aspx</a>
South Dakota	South Dakota Secretary of State	<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/bureaus/student-aid-and-compliance/postsecondary-state-authorization.html">https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization.html</a>
Texas	Texas Higher Education Coordinating Board	<a href="https://www.highered.texas.gov/links/student-complaints/">https://www.highered.texas.gov/links/student-complaints/</a>
	Texas Workforce Commission	<a href="https://www.twc.texas.gov/jobseekers/career-schools-colleges-students">https://www.twc.texas.gov/jobseekers/career-schools-colleges-students</a>

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Utah	Utah Division of Consumer Protection	<a href="https://dcp.utah.gov/complaints.html">https://dcp.utah.gov/complaints.html</a>
Vermont	Vermont Agency of Education	<a href="http://education.vermont.gov/documents/postsecondary-program-complaint-resolution">http://education.vermont.gov/documents/postsecondary-program-complaint-resolution</a>
Virginia	Virginia State Council of Higher Education	<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="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/school-complaints/">https://www.wtb.wa.gov/private-career-schools/school-complaints/</a>
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 and Technical College Education	<a href="https://wvctcs.org/complaints">https://wvctcs.org/complaints</a>
Wisconsin	Wisconsin Educational Approval Program	<a href="https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx">https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx</a>
Wyoming	Wyoming Department of Education	<a href="https://1ddlxtt2jowkvs672myo6z14-wpengine.netdna-ssl.com/wp-content/uploads/2018/08/Wyoming-Department-of-Education-Student-Complaint-Process.pdf">https://1ddlxtt2jowkvs672myo6z14-wpengine.netdna-ssl.com/wp-content/uploads/2018/08/Wyoming-Department-of-Education-Student-Complaint-Process.pdf</a>