

# Student Complaint Information by State and Agency

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States & Territories	Agency Name	State Complaint Process Links/Information
<b>Alabama</b>	Alabama Commission on Higher Education – Office of Institutional Effectiveness and Planning	For Alabama’s public institutions, contacts are posted to the ACHE website <a href="https://ache.edu">https://ache.edu</a> .  Student Complaint Process found here: <a href="https://www.ache.edu/wp-content/State%20Auth/federal-reg.pdf">https://www.ache.edu/wp-content/State%20Auth/federal-reg.pdf</a>
	ACCS Private School Licensing Division	
<b>Alaska</b>	Alaska Commission on Postsecondary Education	<a href="https://acpe.alaska.gov/ConsumerProtection">https://acpe.alaska.gov/ConsumerProtection</a>
<b>American Samoa</b>		Not found
<b>Arizona</b>	Arizona State Board for Private Postsecondary Education	<a href="https://ppse.az.gov/student-complaint-procedure">https://ppse.az.gov/student-complaint-procedure</a>
<b>Arkansas</b>	Arkansas Department of Higher Education	Student Grievance form: <a href="https://adhe.edu/students-parents/student-grievance-form">https://adhe.edu/students-parents/student-grievance-form</a>
<b>California</b>	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>
<b>Colorado</b>	Colorado Department of Higher Education AND Private Occupational Schools	<a href="https://cdhe.colorado.gov/students/how-do-i/filing-a-student-complaint">https://cdhe.colorado.gov/students/how-do-i/filing-a-student-complaint</a>
<b>Connecticut</b>	The Office of Financial and Academic Affairs for	<a href="http://www.ctohe.org/StudentComplaints.shtml">http://www.ctohe.org/StudentComplaints.shtml</a>

	Higher Education	
<b>Delaware</b>	Delaware Department of Education	Student Complaint Policy offered is only for purposes of SARA. No other student complaint policy found on the website.
<b>District of Columbia</b>	Education Licensure Commission	FAQ for Students indicates that complaints may be submitted to the HELC by "clicking here", but there is no hyperlink. A public complaint webpage was found here: <a href="https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints">https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints</a>
<b>Federated State of Micronesia</b>		Not found
<b>Florida</b>	Commission for Independent Education Department of Education	<a href="https://www.fldoe.org/schools/higher-ed/fl-college-system/about-us/complaints.stml">https://www.fldoe.org/schools/higher-ed/fl-college-system/about-us/complaints.stml</a>
<b>Georgia</b>	Nonpublic Postsecondary Education Commission	<a href="https://gnpec.georgia.gov/student-complaints">https://gnpec.georgia.gov/student-complaints</a>
<b>Guam</b>		Not found
<b>Hawaii</b>	Hawaii Post-Secondary Education Authorization Program	For some reason, website links are routing to the homepage <a href="https://cca.hawaii.gov/">https://cca.hawaii.gov/</a> . See the drop down for "About", Hawaii Post-Secondary Education Authorization Program (HPEAP). From that page look at drop down under forms to see Student Forms. The Student Complaint Process is found there.
<b>Idaho</b>	Idaho State Board of Education	<a href="https://boardofed.idaho.gov/higher-education-private/private-colleges-degreegranting/student-complaint-procedures/">https://boardofed.idaho.gov/higher-education-private/private-colleges-degreegranting/student-complaint-procedures/</a>
<b>Illinois</b>	Illinois Board of Higher Education	<a href="https://complaints.ibhe.org/">https://complaints.ibhe.org/</a>
<b>Indiana</b>	Indiana Department of Workforce Development	<a href="https://www.in.gov/dwd/octs.htm">https://www.in.gov/dwd/octs.htm</a> (Scroll down the page.)
	Indiana Commission of Higher Education	<a href="https://www.in.gov/che/2744.htm">https://www.in.gov/che/2744.htm</a>
<b>Iowa</b>	Iowa College Student Aid Commission	<a href="https://www.iowacollegeaid.gov/StudentComplaintForm">https://www.iowacollegeaid.gov/StudentComplaintForm</a>
<b>Kansas</b>	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>
<b>Kentucky</b>	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	<a href="http://www.kcpe.ky.gov/forms/FormtoFileaComplaint.pdf">http://www.kcpe.ky.gov/forms/FormtoFileaComplaint.pdf</a>

	Proprietary Education	
<b>Louisiana</b>	Louisiana Board of Regents	<a href="https://www.laregents.edu/student-complaint-process/">https://www.laregents.edu/student-complaint-process/</a>
	Proprietary Schools	<a href="https://www.regents.la.gov/assets/docs/2014/07/StudentComplaintProcedure.pdf">https://www.regents.la.gov/assets/docs/2014/07/StudentComplaintProcedure.pdf</a>
<b>Maine</b>	Maine Department of Education, Office of Higher Education Services	Only SARA complaint process could be found on higher education agency website.
<b>Maryland</b>	Maryland Higher Education Commission	<a href="https://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx">https://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx</a> (Scroll down to complaint process and form pdfs.)
<b>Massachusetts</b>	Office of Private Occupational School Education	<a href="http://www.mass.gov/ocabr/government/oca-agencies/dpl-lp/schools/students/information-forstudents.html">http://www.mass.gov/ocabr/government/oca-agencies/dpl-lp/schools/students/information-forstudents.html</a>
	Massachusetts Department of Higher Education	<a href="https://www.mass.edu/forstufam/complaints/complaints.asp">https://www.mass.edu/forstufam/complaints/complaints.asp</a>
<b>Michigan</b>	Michigan Department of Labor & Economic Opportunity	<a href="https://www.michigan.gov/leo/-/media/Project/Websites/leo/Documents/WD/WD_PROGRAMS_SERVICES/PSS/PostSecondary_Complaint_Instructions_FINAL_032020_685912_7-%2834%29.pdf?rev=d9354bf5247548a6bd9751a8aa4e178d">https://www.michigan.gov/leo/-/media/Project/Websites/leo/Documents/WD/WD_PROGRAMS_SERVICES/PSS/PostSecondary_Complaint_Instructions_FINAL_032020_685912_7-%2834%29.pdf?rev=d9354bf5247548a6bd9751a8aa4e178d</a>
<b>Minnesota</b>	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>
<b>Mississippi</b>	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>
	Commission on Proprietary School and College Registration	<a href="https://www.mccb.edu/cpscr-complaints">https://www.mccb.edu/cpscr-complaints</a>
<b>Missouri</b>	Missouri Department of Higher Education	<a href="https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf">https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf</a>
<b>Montana</b>	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>

<b>Nebraska</b>	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>
<b>Nevada</b>	Nevada Commission on Postsecondary Education	<a href="http://cpe.nv.gov/Students/Students_Home/">http://cpe.nv.gov/Students/Students_Home/</a> (The Student Complaint Form is under forms on right hand side.)
<b>New Hampshire</b>	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>
<b>New Jersey</b>	New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information	<a href="https://www.state.nj.us/labor/lwdhome/coei/teu.html">https://www.state.nj.us/labor/lwdhome/coei/teu.html</a> Look under Information for Students for the Student Conflict Resolution Form (Complaints)
	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>
<b>New Mexico</b>	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>
<b>New York</b>	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 Ed. Services	<a href="http://www.acces.nysed.gov/bpss/student-rights">http://www.acces.nysed.gov/bpss/student-rights</a>
<b>North Carolina</b>	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	<a href="https://www.nccommunitycolleges.edu/proprietary-schools">https://www.nccommunitycolleges.edu/proprietary-schools</a> (Scroll to bottom of the webpage.)

	Community College System (Office of Proprietary School Services)	
<b>North Dakota</b>	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> (This complaint process appears to be applicable for institutions not participating in reciprocity through SARA as well as SARA participating institutions.)
<b>Northern Mariana Islands</b>		Not found
<b>Ohio</b>	The Ohio Department of Higher Education	<a href="https://highered.ohio.gov/students/current-college-students/student-complaints/studentcomplaints">https://highered.ohio.gov/students/current-college-students/student-complaints/studentcomplaints</a>
	Ohio State Board of Career Colleges and Schools	<a href="https://scr.ohio.gov/information-for-students/file-a-complaint">https://scr.ohio.gov/information-for-students/file-a-complaint</a>
<b>Oklahoma</b>	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/commentsor-complaints-policy">https://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/commentsor-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>
<b>Oregon</b>	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>
<b>Pennsylvania</b>	Department of Education	<a href="https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/StudentsComplaints.aspx">https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/StudentsComplaints.aspx</a>
<b>Puerto Rico</b>	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> It appears that this process can be used more broadly than to just address SARA participating institutions.
<b>Republic of Palau</b>		Not found

<b>Republic of the Marshall Islands</b>		Not found
<b>Rhode Island</b>	Rhode Island Board of Governors for Higher Education	<a href="https://www.riopc.edu/page/student_complaint/">https://www.riopc.edu/page/student_complaint/</a>
<b>South Carolina</b>	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>
<b>South Dakota</b>	Secretary of State (South Dakota Attorney General)	<a href="https://consumer.sd.gov/complaintform.aspx">https://consumer.sd.gov/complaintform.aspx</a> this is a broad complaint form not just to address postsecondary institutions
<b>Tennessee</b>	Tennessee Higher Education Commission	<a href="https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institutioncomplaints.html">https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institutioncomplaints.html</a>
<b>Texas</b>	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>
<b>U.S. Virgin Islands</b>		Not found
<b>Utah</b>	Utah Division of Consumer Protection	<a href="https://consumerprotection.utah.gov/complaints.html?f=c">https://consumerprotection.utah.gov/complaints.html?f=c</a>
<b>Vermont</b>	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>
<b>Virginia</b>	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>
<b>Washington</b>	Washington Student Achievement Council	<a href="https://wsac.wa.gov/student-complaints">https://wsac.wa.gov/student-complaints</a>
	Washington Workforce Training and Educ. Coord. Board	<a href="https://www.wtb.wa.gov/private-career-schools/student-resources/">https://www.wtb.wa.gov/private-career-schools/student-resources/</a>
<b>West Virginia</b>	WV Higher Educ. 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>

	WV 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>
<b>Wisconsin</b>	Wisconsin Educational Approval Board	<a href="https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx">https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx</a>
<b>Wyoming</b>	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>