

Student Complaint Information by State and Agency

Updated: 3/10/26

States & Territories	Agency Name	State Complaint Process Links/Information
Alabama	Alabama Commission on Higher Education	https://www.ache.edu/wp-content/Sara/Initial-MOU.pdf Contact: Ron Leonard Email: ron.leonard@ache.edu Phone: (334) 328-1120
Alaska	Alaska Commission on Postsecondary Education	https://acpe.alaska.gov/Institutional-Authorization/SARA Contact: Tyler Eggen Email: eed.acpe-ia@alaska.gov Phone: (907) 465-6741
American Samoa	No current NC-SARA directory or guide entry	No current NC-SARA Guide or SPE directory entry
Arizona	Arizona SARA Council Arizona State Board for Private Postsecondary Education	https://ppse.az.gov/student-complaint-procedure Contact: Lanna Dueck (SPE liaison) Keith Blanchard (state complaint contact) Email: ldueck.azsara@riosalado.edu keith.blanchard@azppse.gov Phone: (602) 529-6649 (602) 542-5769
Arkansas	Arkansas Division of Higher Education	https://adhe.edu/students-parents/student-grievance-form Contact: Alana Colburn Email: alana.colburn@adhe.edu Phone: (501) 517-0067
California	Bureau for Private Postsecondary Education	https://www.bppe.ca.gov/enforcement/complaint.shtml Contact: No SARA SPE listed BPPE complaint intake Email: bppe@dca.ca.gov Phone: (916) 431-6959 (888) 370-7589
Colorado	Colorado Department of Higher Education	https://cdhe.colorado.gov/file-a-student-complaint Contact: Heather DeLange Email: heather.delange@dhe.state.co.us Phone: (303) 862-3005

Connecticut	Connecticut Office of Higher Education	https://veoci.com/v/p/181953/workflow/gjrt4qhrrvkv Contact: Emily Bjornberg Email: Emily.Bjornberg@ct.gov Phone: (860) 947-1824
Delaware	Delaware Department of Education	https://education.delaware.gov/families/college-career-life/college-scholarship-financial-aid/choose-your-path/approved-colleges-and-institutions/#student_complaints Contact: aQuena Williams Email: aquena.williams@doe.k12.de.us Phone: (302) 735-4223
District of Columbia	DC Higher Education Licensure Commission	https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints Contact: Dr. Terron Scott Email: terron.scott@dc.gov Phone: (202) 368-1136
Federated States of Micronesia	No current NC-SARA directory or guide entry	No current NC-SARA Guide or SPE directory entry
Florida	Commission for Independent Education / FL-SARA	https://www.fldoe.org/sara/student-concerns.stml Contact: Brady Lyon (SPE liaison) Michael Santoro (guide complaint contact) FL-SARA appeal inbox Email: brady.lyon@fldoe.org Michael.santoro@fldoe.org FLSARAinfo@fldoe.org Phone: (850) 245-3200
Georgia	Georgia Nonpublic Postsecondary Education Commission	https://gnpec.georgia.gov/student-resources/complaints-against-institution/ga-sara-student-complaint-rules Contact: Magda Rivers Email: mrivers@gnpec.ga.gov Phone: (770) 414-2644
Guam	No current NC-SARA directory or guide entry	No current NC-SARA Guide or SPE directory entry
Hawaii	Hawaii Post-Secondary Education Authorization Program, Department of Commerce & Consumer Affairs	https://cca.hawaii.gov/hpeap/hpeap-sara-complaint-process/ Contact: Jayson Horiuchi Email: hpeap@dcca.hawaii.gov Phone: (808) 586-7327
Idaho	Idaho State Board of Education	https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/state-authorization-reciprocity-agreement-

		sara/complaint-procedures/ Contact: Tamara Baysinger Email: tbaysinger@edu.idaho.gov Phone: (208) 332-1587
Illinois	Illinois Board of Higher Education	https://complaints.ibhe.org Contact: Nkechi Onwuameze Email: complaints@ibhe.org Phone: (217) 557-7359
Indiana	Indiana Commission for Higher Education	https://www.in.gov/che/2744.htm Contact: Ross Miller Email: complaints@che.in.gov Phone: 317.232.1033
Iowa	Iowa Department of Education - Bureau of Iowa College Aid	https://educate.iowa.gov/higher-ed/student-complaints Contact: Lisa Pundt / Keyli Keifer Email: student.complaintsica@iowa.gov Phone: (877) 272-4456
Kansas	Kansas Board of Regents	https://kansasregents.gov/resources/PDF/Academic_Affairs/3257-ComplaintForm_SARAINstitutions.pdf Contact: Jennifer Armour Email: complaints@ksbor.org
Kentucky	Kentucky Council on Postsecondary Education	https://cpe.ky.gov/campuses/consumer_complaint.html Contact: CPE Consumer Complaint Email: cpeconsumercomplaint@ky.gov Phone: (502) 573-1555
Louisiana	Louisiana Board of Regents	https://www.laregents.edu/spss/ Contact: LeAnn Detillier Email: leann.detillier@laregents.edu Phone: (225) 342-4253
Maine	Maine Department of Education	https://www.maine.gov/doe/learning/highered/sara Contact: Michael T. Perry Email: highered.doe@maine.gov Phone: (207) 624-6603
Maryland	Maryland Higher Education Commission	https://mhec.maryland.gov/Documents/MHEC%20Complaint%20Process%20for%20all%20institutions%205-12%20%281%29.pdf Contact: Stephanie Frangos Email: collegiatecomplaint.mhec@maryland.gov

		Phone: (410) 767-3270
Massachusetts	Massachusetts Department of Higher Education	https://www.mass.edu/foradmin/sara/complaints.asp Contact: Tiamekia Cezaire Email: tcezaire@dhe.mass.edu Phone: (617) 994-6963
Michigan	Michigan Department of Labor and Economic Opportunity	https://www.michigan.gov/leo/bureaus-agencies/wd/pss Contact: Post Secondary Schools General Email Email: PSS@michigan.gov
Minnesota	Minnesota Office of Higher Education	https://ohe.mn.gov/student-resources/other-resources/file-complaint Contact: Kate McCartan Email: kate.mccartan@state.mn.us Phone: (651) 259-3912
Mississippi	Mississippi Institutions of Higher Learning	https://www.mississippi.edu/mcca-overview ; https://www.mississippi.edu/sites/default/files/ihl/files/mccastudentcomplaintform.pdf Contact: Dr. Sheriece Robinson Email: srobinson@mississippi.edu Phone: (601) 432-6336
Missouri	DHEWD	https://dhewd.mo.gov/higher-education/state-authorization-reciprocity-agreement Contact: Joshua C Fischer Email: joshua.fischer@dhewd.mo.gov Phone: (573) 522-1377
Montana	Montana University System, Office of the Commissioner of Higher Education	https://www.mus.edu/che/arsa/StateAuthorization/Students.html Contact: Hannah Tokerud Email: htokerud@montana.edu Phone: (406) 449-9173
Nebraska	Nebraska Coordinating Commission for Postsecondary Education	https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions Contact: Kathleen L Fimple Email: kathleen.fimple@nebraska.gov Phone: (402) 471-0030
Nevada	Nevada System of Higher Education	https://nshe.nevada.edu/system-administration/departments/asa/sara/ Contact: Terina Caserto Email: tcaserto@nshe.nevada.edu

		Phone: (775) 784-3442
New Hampshire	NH Department of Education	https://www.education.nh.gov/pathways-education/higher-education-new-hampshire Contact: Nick Marks Email: Nicholas.W.Marks@doe.nh.gov Phone: (603) 271-0257
New Jersey	NJ Office of the Secretary of Higher Education	https://www.nj.gov/highereducation/SARA.shtml Contact: Cecilia Williams Email: Cecilia.Williams@oshe.nj.gov
New Mexico	New Mexico Higher Education Department	https://hed.nm.gov/students-parents/nc-sara Contact: Alicia Armijo Email: HigherEd.Info@hed.nm.gov Phone: (505) 476-8411
New York	New York State Education Department	https://www.nysed.gov/college-university-evaluation/sara-student-complaint-process Contact: Andrea Richards Email: IHEAuthorize@nysed.gov Phone: (518) 474-1551
North Carolina	NCSEAA (UNC System Office)	https://www2.ncseaa.edu/SARANC/Complaint.aspx Contact: Terrence R Scarborough Email: terrence@saranc.org Phone: (919) 717-0247
North Dakota	North Dakota University System	https://ndus.edu/state-authorization-sara/ Contact: Claire Gunwall Email: stateauth@ndus.edu Phone: (701) 328-4140
Northern Mariana Islands	No current NC-SARA directory or guide entry	No current NC-SARA Guide or SPE directory entry
Ohio	Ohio Department of Higher Education	https://highered.ohio.gov/students/current-college-students/student-complaints/student-complaints Contact: Matt Exline Email: ODHE-Complaints@highered.ohio.gov Phone: (614) 728-3095
Oklahoma	Oklahoma State Regents for Higher Education	https://okhighered.org/admin-fac/sara/#sara-complaints Contact: Elizabeth Walker Email: lwalker@osrhe.edu Phone: (405) 225-9154

Oregon	Higher Education Coordinating Commission	https://www.oregon.gov/highered/access/pages/student-complaints.aspx Contact: Rebecca Fuller (SPE liaison) Matthew Altman, J.D. (student complaints) Email: rebecca.fuller@hecc.oregon.gov matthew.altman@hecc.oregon.gov Phone: (971) 301-3455 503-881-2738
Pennsylvania	Division of Higher Education, Access, and Equity	https://www.pa.gov/agencies/education/programs-and-services/instruction/postsecondary-and-adult-education/state-authority-of-distance-education/state-authorization-reciprocity-agreement-sara.html Contact: Pennsylvania Department of Education Email: ra-highereducation@pa.gov Phone: (717) 783-6786
Puerto Rico	Board of Postsecondary Institutions - Department of State	https://agencias.pr.gov/agencias/cepr/Documents/SARA_Complaint_Process%202022.pdf Contact: Damaris Nolasco Ortiz (primary SPE / complaint contact) Neydaliz Vega (secondary SPE) Email: dnolasco@estado.pr.gov nvega@estado.pr.gov Phone: (787) 722-2121 ext. 3801 (787) 722-2121 ext. 3809
Republic of Palau	No current NC-SARA directory or guide entry	No current NC-SARA Guide or SPE directory entry
Republic of the Marshall Islands	No current NC-SARA directory or guide entry	No current NC-SARA Guide or SPE directory entry
Rhode Island	RI Office of the Postsecondary Commissioner	https://riopc.edu/policies/student-complaint-procedures Contact: Rebecca Ryan Email: rebecca.ryan@riopc.edu Phone: (401) 632-0835
South Carolina	SC Commission on Higher Education	https://che.sc.gov/sites/che/files/Documents/Licensing%20updates/Complaint_Procedures_and_Form.pdf Contact: Dr. Argentini Anderson Email: aanderson@che.sc.gov Phone: (803) 856-0511
South Dakota	South Dakota Board of Regents	https://tdx.sdbor.edu/TDClient/33/Portal/Home/?ID=50219c42-9f6a-45de-82ad-cad22e4afa9b

		Contact: Katie Hubbard Email: katie.hubbart@sdbor.edu Phone: (605) 773-3455
Tennessee	Tennessee Higher Education Commission	https://www.tn.gov/thec/for-institutions/postsecondary-state-authorization/request-for-complaint-review.html ; https://forms-dpsa.thec.tn.gov/Forms/RCR Contact: Julie Woodruff Email: thec.sara@tn.gov Phone: (615) 741-3605
Texas	Texas Higher Education Coordinating Board	https://www.highered.texas.gov/student-complaints/ ; https://www.highered.texas.gov/state-authorization-reciprocity-agreement/ Contact: Cathie A. Maeyaert Email: cathie.maeyaert@highered.texas.gov Phone: (512) 427-6527
U.S. Virgin Islands	University of the Virgin Islands (current SPE)	No complaint page listed in the current NC-SARA guide Contact: Sharlene Harris (primary SPE) Laurence Blake (secondary SPE) Email: sharris@uvi.edu lblake@uvi.edu Phone: (340) 693-1361 (340) 693-1017
Utah	Utah System of Higher Education	https://ushe.edu/sara Contact: Cynthia Grua Email: Cgrua@ushe.edu Phone: (801) 755-4463
Vermont	Vermont Agency of Education	https://education.vermont.gov/vermont-schools/school-operations/post-secondary-programs Contact: Cassandra Ryan Email: cassandra.ryan@vermont.gov Phone: (802) 595-2757
Virginia	State Council of Higher Education for Virginia (SCHEV)	https://www.schev.edu/students/resources/student-complaints Contact: Darlene Derricott (SPE liaison) Online complaint portal / general inbox Email: darlenederricott@schev.edu ppe@schev.edu Phone: (804) 225-2621

Washington	Washington Student Achievement Council	https://wsac.wa.gov/student-complaints Contact: Sam Loftin Email: complaints@wsac.wa.gov Phone: (360) 485-1080
West Virginia	WV Higher Education Policy Commission / WV Community and Technical College Council	https://www.wvhepc.edu/wp-content/uploads/2024/10/Student-Complaint-Process.pdf Contact: Matt Turner Email: matt.turner@wvhepc.edu Phone: (304) 558-4016
Wisconsin	Universities of Wisconsin Administration, Office of Compliance & Integrity Educational Approval Program	https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx Contact: Paige Smith (SPE liaison) Educational Approval Program complaint intake Email: paige.smith@wisconsin.edu DPSSEAP@wisconsin.gov Phone: (608) 265-2273
Wyoming	Wyoming Community College Commission	https://communitycolleges.wy.edu/sites/default/files/2023-10/Complaint-Resolution-Process-New-3-17-2021.pdf Contact: Rob Dennis Email: Rob.Dennis@wyo.gov Phone: (307) 777-7013

Prepared from current NC-SARA directory/guide review for NC-SARA student complaint compliance checking.