

Contact Information for Student Complaint Processes*

ALABAMA

Alabama Community College System Private School Licensing Division
P.O. Box 302130 Montgomery, AL 36130-2130 Phone: 334.293.4500
<https://www.accs.edu/about-accs/private-school-licensure/complaints/>

ALASKA

Alaska Commission on Postsecondary Education
P.O. Box 110505 Juneau, AK 99811
EED.ACPE-IA@alaska.gov <https://acpsecure.alaska.gov/>

Alaska Office of Attorney General Consumer Protection Unit
1031 W. Fourth Avenue, Suite 200
Anchorage, AK 99501
Phone: Anchorage: 907-269-5100
Email: attorney.general@alaska.gov <http://www.law.alaska.gov/department/civil/consumer/cpindex.html>

ARIZONA

Arizona State Board for Private Postsecondary Education 1740 W. Adams Street, #3008
Phoenix, AZ 85007
Phone: 602-542-5709
www.azppse.gov
<https://ppse.az.gov/complaint>

ARKANSAS

Arkansas Division of Higher Education
Division of Academic Affairs
423 Main Street, Suite 400
Little Rock, AR 72201
Phone: 501-371-2000
ADHE_Info@adhe.edu
<https://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/grievance-form>

Arkansas State Board of Private Career Education 423 Main Street
Little Rock, AR 72201
Phone: 501-371-2000
dhe.private.careered@adhe.edu
<https://www.adhe.edu/private-career-education/students/>

CALIFORNIA

California Bureau of Private Postsecondary Education
1747 North Market Blvd., Suite 225
Sacramento, CA 95834
Phone: (916) 574-8900 or (888) 370-7589
FAX: (916) 263-1897
bppe.enforcement@dca.ca.gov
<http://www.bppe.ca.gov>

Contact Information for Student Complaint Processes*

COLORADO

Colorado Department of Higher Education & Private Occupational Schools
1600 Broadway, Suite 2200
Denver, CO 80202
Phone: 303-862-3001
Fax: 303-996-1329

<https://higherred.colorado.gov/filing-student-complaint-concerning-private-non-public-institution>

CONNECTICUT

Office of Higher Education
450 Columbus Boulevard, Suite 707 Hartford, CT 06103-1841
Phone: 860-947-1800

<http://www.ctohe.org/StudentComplaints.shtml>

Department of Consumer Protection
450 Columbus Boulevard, Suite 901
Hartford, Connecticut 06103-1840
Phone: 860-713-6100

Consumer Complaint Hotline: 800-842-2649 Email: dcp.complaints@ct.gov

<http://ct.gov/dcp/cwp/view.asp?a=4302&q=506512>

DELAWARE

Delaware Higher Education Office
Townsend Building
401 Federal Street, Suite 2
Dover, DE 19901

Phone: 302-735-4120
Toll Free: 800-292-7935

dheo@doe.k12.de.us

<https://www.doe.k12.de.us/Page/2911>

Delaware Department of Justice Consumer Protection
Unit Carvel State Office Bldg.
820 N. French Street, 5th Floor Wilmington, DE 19801
Phone: 302-577-8600 or (800) 220-5424

Email: consumer.protection@delaware.gov <http://attorneygeneral.delaware.gov/fraud/cpu/complaint/>

DISTRICT OF COLUMBIA

Office of the State Superintendent of Education
Higher Education Licensure Commission
1050 First St. NE, Fifth Floor

Washington, DC 20002
Phone: (202) 727-6436

Email: osse@dc.gov

<http://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints>

Government of the District of Columbia Office of the Attorney General
400 6th Street, NW, Washington, DC 20001
Phone: (202) 727-3400
Fax: (202) 347-8922

Contact Information for Student Complaint Processes*

OAG Consumer Protection Hotline: (202) 442-9828

consumer.protection@dc.gov

<http://oag.dc.gov/service/submit-consumer-complaint>

FLORIDA

Florida Department of Education

Commission for Independent Education

325 W. Gaines Street, Suite 1414

Tallahassee, FL 32399-0400

Email: cieinfo@fldoe.org ; Commissioner@fldoe.org

Fax: 850-245-3238

<http://www.fldoe.org/policy/cie/file-a-complaint.stml>

GEORGIA

State of Georgia

Nonpublic Postsecondary Education Commission 2082 East Exchange Place

Suite 220

Tucker, GA 30084-5305

Phone: 770-414-3300

<https://gnpec.georgia.gov/student-complaints>

HAWAII

State of Hawaii Office of Consumer Protection Department of Commerce and Consumer Affairs Leio Papa A
Kamehameha Building

235 South Beretania Street, Suite 801

Honolulu, Hawaii 96813

Phone: 586-2630

Fax: 586-2640

Email: ocp@dcca.hawaii.gov

www.hawaii.gov/dcca/ocp <http://cca.hawaii.gov/ocp/consumer-complaint/>

Hawaii Post-Secondary Education Authorization Program

Phone: 808-586-7327

<http://cca.hawaii.gov/hpeap/student-complaint-process/>

IDAHO

Idaho State Board of Education

650 West State Street, 3rd Floor

Boise, ID 83720

Phone: 208-334-2270

Fax: 208-334-2632

Email: board@osbe.idaho.gov <http://www.boardofed.idaho.gov>

<https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/>

Contact Information for Student Complaint Processes*

ILLINOIS

Illinois Board of Higher Education
1 N. Old State Capitol Plaza, Suite 333,
Springfield, IL 62701-1377
Email: info@ibhe.org
Institutional Complaint Hotline: 217-557-7359
<http://complaints.ibhe.org/>
Link to the Online Complaint System: <http://complaints.ibhe.org/>

Illinois State Board of Education
100 N. 1st Street
Springfield, Illinois 62777
<https://www.isbe.net/>

Illinois Attorney General
Consumer Fraud Bureau
500 South Second Street
Springfield, IL 62701
Phone: 217-782-1090
Toll Free: 800-243-0618 (Toll free in IL)
<http://www.illinoisattorneygeneral.gov/consumers/conscomp.pdf>
<https://ccformsubmission.ilattorneygeneral.net/>
Consumer Fraud Hotlines:
Chicago: 800-386-5438
Springfield: 800-243-0618
Carbondale: 800-243-0607

INDIANA

Indiana Commission for Higher Education
Attn: Complaints
101 West Ohio Street, Suite 330
Indianapolis, IN 46204-1984
<http://www.in.gov/che/2744.htm>
email: complaints@che.in.gov

IOWA

Iowa College Student Aid Commission
475 SW 5th St., Suite D
Des Moines IA 50309 Phone: 877- 272-4456
<https://www.iowacollegeaid.gov/StudentComplaintForm>

KANSAS

Kansas Board of Regents
1000 SW Jackson Street, Suite 520
Topeka, KS 66612-1368
Phone: 785-430-4240
http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process

KENTUCKY

Kentucky Council on Postsecondary Education

Contact Information for Student Complaint Processes*

100 Airport Road, Third Floor
Frankfort, KY 40601
Phone: 502-573-1555

Email: cpeconsumercomplaint@ky.gov http://cpe.ky.gov/campuses/consumer_complaint.html

Kentucky Commission on Proprietary Education 300 Sower Boulevard
Frankfort, KY 40601
Phone: 502-564-4185

<http://kcpe.ky.gov> <http://kcpe.ky.gov/forms/FormtoFileaComplaint.pdf>

LOUISIANA

Louisiana Board of Regents
1201 North 3rd St, Suite 6-200
Baton Rouge, LA 70802
P: 225-342-4253

<https://regents.la.gov/students-parents/student-complaint-process/>

MAINE

Maine Department of Education 23 State House Station Augusta, ME 04333-0023
Phone: 207-624-6600
Fax: 207-624-6700

<http://www.maine.gov/doe/index.html>

Office of the Maine Attorney General Attorney General's Consumer Information and Mediation Service
6 State House Station Augusta, ME 04333
Phone: 207-626-8800

http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml

MARYLAND

Maryland Office of the Attorney General Consumer Protection Division
200 St. Paul Place Baltimore, MD 21202
Phone: 410-528-8662

Toll Free: 888-743-0023

<http://www.oag.state.md.us/Consumer/complaint.htm>

MASSACHUSETTS

Massachusetts Department of Higher Education One Ashburton Place
Room 1401
Boston, MA 02108
Phone: 617-944-6950

<http://www.mass.edu/forstufam/complaints/complaints.asp>

MICHIGAN

State of Michigan
Department of Labor and Economic Opportunity
Employment & Training, Post-Secondary Schools
P.O. Box 30726
Lansing, MI 48907
Phone: 517-335-4000

<http://www.michigan.gov/pss>

Contact Information for Student Complaint Processes*

MINNESOTA

Minnesota Office of Higher Education
450 Energy Park Drive, Suite 350
St. Paul, MN 55108
Phone: 651-642-0567
Toll Free: 800-657-3866
Email: info.ohe@state.mn.us <http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

MISSISSIPPI

Mississippi Commission on College Accreditation
3825 Ridgewood Road
Jackson, MS 39211
Phone: 601-432-6198
www.mississippi.edu/mcca/ http://www.mississippi.edu/mcca/student_complaint_process.asp

Office of the Attorney General
State of Mississippi
550 High Street, Jackson MS 39201
Phone: 601-359-3680
Email: <https://www.ago.state.ms.us/contact/> <https://www.ago.state.ms.us/divisions/consumer-protection/consumer-complaint-form/>

MISSOURI

Missouri Department of Higher Education
301 W. High Street
P.O. Box 1469
Jefferson City, MO 65102-1469
P: 573-751-2361 Fax: (573) 751-6635
Email: info@dhewd.mo.gov
<https://dhewd.mo.gov/contactus.php>

MONTANA

Montana University System
Office of the Commissioner of Higher Education
560 N. Park Ave.
P.O. Box 203201 Helena, MT 59620-3201
Phone: 406-449-9124
<https://www.mus.edu/MUS-Statement-of-Complaint-Process.html>

Montana Department of Justice
Office of Consumer Protection
P.O. Box 200151 Helena, MT 59620-0151
Phone: 406-444-4500
Toll Free: 800-481-6896
<https://dojmt.gov/consumer/consumer-complaints/>

NEBRASKA

Nebraska's Coordinating Commission for Postsecondary Education
P.O. Box 95005 Lincoln, NE 68509-5005
Phone: 402-471-4825
<https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions>

Contact Information for Student Complaint Processes*

Office of the Attorney General
2115 State Capitol
Lincoln, NE 68509
Toll Free: 800-727-6432
Toll Free En Espanol: 888-850-7555 Email: ago.consumer@nebraska.gov
<https://protectthegoodlife.nebraska.gov/>

Nebraska Department of Education
Street Address (FedEx, UPS, and in-person contact):
500 S. 84th St., 2nd Floor
Lincoln, NE 68510-2611

Correspondence (USPS):
P.O. Box 94987
Lincoln, NE 68509-4987

Phone: 402-471-2295
Email: Nde.investigations@nebraska.gov
<https://www.education.ne.gov/>

NEVADA

Nevada Commission on Postsecondary Education
2800 E. St. Louis
Las Vegas, Nevada 89104
Phone: 702-486-7330
http://cpe.nv.gov/Students/Students_Home/

NEW HAMPSHIRE

New Hampshire Department of Education
101 Pleasant Street
Concord, NH 03301-3852
Phone: 603-271-3494
<https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx>

NEW JERSEY

New Jersey Commission on Higher Education
Office of the Secretary of Higher Education
1 John Fitch Plaza, 10th Floor, PO Box 542,
Trenton, NJ 08625-0542
Phone: 609-292-4310
<http://www.state.nj.us/highereducation/>
<http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>

New Jersey Division of Consumer Affairs
P.O. Box 45025
Newark, New Jersey 07101
973-504-6200
<https://njconsumeraffairs.state.nj.us/file-a-complaint/>

NEW MEXICO

New Mexico Higher Education Department
Private Postsecondary Schools Division
2044 Galisteo St., Suite 4
Santa Fe, NM 87505-2100
Phone: 505-476-8411
Email: HigherEd.Info@state.nm.us
<https://hed.state.nm.us/students-parents/student-complaints>

Contact Information for Student Complaint Processes*

NEW YORK

New York State Education Department

Office of the Professions

89 Washington Avenue

Albany, NY 12234

Phone: 518-486-3633

E-mail: hedepcom@nysed.gov <http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

New York State Education Department Bureau of Proprietary School Supervision

116 West 32nd Street, 5th Floor

New York, New York 10001 Phone: 212-643-4760

<http://www.acces.nysed.gov/bpss/student-rights>

New York State Department of State Division of Consumer Protection Consumer Assistance Unit

99 Washington Avenue Albany, New York 12231-0001

Phone: 518-474-8583

Toll Free: 800-697-1220

<https://dos.ny.gov/file-consumer-complaint>

NORTH CAROLINA

North Carolina Post-Secondary Education Complaints

910 Raleigh Road

Chapel Hill, NC 27514

studentcomplaint@northcarolina.edu; (919) 962-4558

If students are unable to resolve a complaint through the institution's grievance procedures, they can review the [Student Complaint Policy \(PDF\)](#) and submit their complaint using the online complaint form at <https://studentcomplaints.northcarolina.edu/form>.

North Carolina Department of Justice Consumer Protection Division Phone: 919-716-6000

Toll Free: 877-566-7886

<https://ncdoj.gov/file-a-complaint/>

NORTH DAKOTA

North Dakota Department of Career and Technical Education 600 E. Boulevard Ave. Dept. 270

Bismarck, ND 58505-0610

Phone: 701.328.3180

E-mail: cte@nd.gov

https://www.cte.nd.gov/sites/www/files/documents/PrivatePS/NDSBCTE_Student_Complaint_Procedure.pdf

OHIO

Ohio State Board of Career Colleges and Schools

30 East Broad Street, Suite 2481

Columbus, OH 43215

Phone: 614-466-2752

Fax: 614-466-2219

Toll Free: 877-275-4219

E-mail: bpsr@scr.state.oh.us

Website: <http://scr.ohio.gov/>

Contact Information for Student Complaint Processes*

<https://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

Ohio Department of Higher Education

25 South Front Street

Columbus, OH 43215

Tel: (614) 466-6000

<https://www.ohiohighered.org/students/complaints>

Ohio Attorney General

Consumer Protection Section

30 E. Broad St., 14th Floor

Columbus, OH 43215

800-282-0515

<http://www.ohioattorneygeneral.gov/>

OKLAHOMA

Oklahoma State Regents for Higher Education 655 Research Parkway, Suite 200

Oklahoma City, OK 73104

Phone: 405.225.9100

<http://www.okhighered.org/current-college-students/complaints.shtml>

Oklahoma Board of Private Vocational Schools 3700 N. Classen Boulevard, Suite 250 Oklahoma City, OK 73118

Phone: 405-528-3370

<http://obpvs.ok.gov/students>

OREGON

Higher Education Coordinating Commission

3225 25th Street SE

Salem, OR 97302

Email: complaints@hecc.oregon.gov <https://www.oregon.gov/highered/about/Pages/complaints.aspx>

Oregon Department of Justice Consumer Protection

Toll-Free: 1-877-877-9392

Email: help@oregonconsumer.gov

<https://justice.oregon.gov/consumercomplaints/OnlineComplaints/OnlineComplaintForm/en>

PENNSYLVANIA

Pennsylvania Department of Education – Postsecondary and Adult Education 333 Market Street, 12th floor
Harrisburg, PA 17126

Phone: 717-783-8228

Email: RA-HigherEducation@pa.gov

<https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx>

Pennsylvania Office of Attorney General

16th Floor, Strawberry Square

Harrisburg, PA 17120 Phone: 717-787-3391

Toll Free: 800-441-2555

<https://www.attorneygeneral.gov/Quick Links/Pennsylvania Attorney General Complaint Forms/>

Contact Information for Student Complaint Processes*

PUERTO RICO

Puerto Rico Council on Education

P.O. Box 199000

San Juan, PR 00910-1900 Phone: 787-722-2121

<http://www.agencias.pr.gov/agencias/cepr/inicio/Pages/default.aspx>

http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf

Puerto Rico Department of Justice Apartado 9020192

San Juan, PR 00902-0192 Phone: 787-721-2900

<http://www.justicia.pr.gov/>

RHODE ISLAND

Rhode Island Office of the Postsecondary Commissioner

560 Jefferson Boulevard, Suite 200

Warwick, RI 02886

Phone: 401-736-1100

https://www.riopc.edu/page/student_complaint/

Rhode Island Department of Attorney General Consumer Protection Unit

150 South Main Street

Providence, RI 02903

Phone: 401-274-4400

Email: consumers@riag.ri.gov

<http://www.riag.ri.gov/ConsumerProtection/About.php>

SOUTH CAROLINA

South Carolina Commission on Higher Education 1122 Lady Street, Suite 400

Columbia, SC 29201

Phone: 803-737-2260

<https://www.che.sc.gov/>

<https://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.aspx>

SOUTH DAKOTA

South Dakota Boards of Regents 306 E. Capitol Ave., Suite 200

Pierre, SD 57501

Phone: 605-773-3455

Email: info@sdbor.edu <https://www.sdbor.edu/Pages/default.aspx>

<https://www.sdbor.edu/administrative-offices/academics/SD-SARA/Documents/Complaint%20Form%20-%20SD-SARA.pdf>

South Dakota Office of Attorney General Division of Consumer Protection

1302 E Hwy 14, Suite 3

Pierre, SD 57501

Phone: 605-773-4400

Toll Free: 800-300-1986 (In State) <http://consumer.sd.gov/complaintform.aspx>

TENNESSEE

Contact Information for Student Complaint Processes*

Tennessee Higher Education Commission
312 Rosa Parks Ave., 9th Floor
Nashville, TN 37243
Phone: 615-741-3605

<https://www.tn.gov/thec/>

<https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html>

TEXAS

Texas Workforce Commission
Career Schools and Colleges
101 East 15th Street, Room 226-T
Austin, Texas 78778-0001
Toll Free: 800-628-5115

Email: career.schools@twc.state.tx.us

<http://www.twc.state.tx.us/svcs/propschools/ps401a.pdf>

Texas Higher Education Coordinating Board

Office of General Counsel

P.O. Box 12788,

Austin, TX 78711-2788

Email: StudentComplaints@highered.texas.gov

<https://www.highered.texas.gov/links/student-complaints/>

Office of Attorney General

Consumer Protection Division

P.O. Box 12548

Austin, TX 78711-2548

<https://www.texasattorneygeneral.gov/cpd/file-a-consumer-complaint>

UTAH

Utah Department of Commerce Division of Consumer Protection
160 East 300 South
Salt Lake City, Utah 84111
Phone: 801-530-6601

Toll Free: 800-721-7233

Email: consumerprotection@utah.gov <https://dcp.utah.gov/complaints.html?f=c>

VERMONT

Vermont Agency of Education
1 National Life Drive, Davis 5

Montpelier, VT 05620-2501

Phone: 802-828-1130

Email: aoe.edinfo@vermont.gov <https://education.vermont.gov/documents/postsecondary-program-complaint-resolution>

Vermont Attorney General's Office
109 State Street

Montpelier, VT 05609

Phone: 802-828-3171

Toll Fee: 800-649-2424

Email: AGO.CAP@vermont.gov <https://ago.vermont.gov/cap/consumer-complaint/>

VIRGINIA

State Council of Higher Education for Virginia

101 N. 14th St., 10th Floor
James Monroe Building
Richmond, VA 23219

Contact Information for Student Complaint Processes*

Phone: 804-225-2600

Email: communications@schev.edu

<http://www.schev.edu/index/students-and-parents/resources/student-complaints>

WASHINGTON

Washington Student Achievement Council 917 Lakeridge Way SW

Olympia, WA 98502

Phone: 360-753-7800

Email: info@wsac.wa.gov <https://wsac.wa.gov/protecting-education-consumers>

Washington Workforce Training and Education Coordinating Board 128 10th Avenue SW

6th Floor

Olympia, WA 98501

Phone: 360-709-4600

Email: workforce@wtb.wa.gov

<https://www.wtb.wa.gov/private-career-schools/school-complaints/>

Washington State

Office of the Attorney General 1125 Washington Street SE

P.O. Box 40100

Olympia, WA 98504

Phone: 360-753-6200

<https://fortress.wa.gov/atg/formhandler/ago/ContactForm.aspx?subject=Consumer%20Protection> (contact form)

<https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx> (general consumer complaint form)

WEST VIRGINIA

West Virginia Higher Education Policy Commission 1018 Kanawha Blvd., East, Suite 700

Charleston, WV 25301

Phone: 304-558-2101

<https://www.wvhepc.edu/wp-content/uploads/2019/07/Student-Complaint-Process.pdf>

West Virginia Office of the Attorney General

Consumer Protection Division

P.O. Box 1789

Charleston, WV 25326-1789

Phone: 304-558-8986

Consumer Protection Hotline: 800-368-8808 Email: consumer@wvago.gov

<https://appengine.egov.com/apps/wv/ago/consumercomplaint>

WISCONSIN

Wisconsin Department of Safety and Professional Services

Division of Legal Services and Compliance

P.O. Box 7190

Madison, WI 53707-7190

Fax: (608) 266-2264

Email: dsps@wisconsin.gov

<https://dsps.wi.gov/Pages/SelfService/FileAComplaint.aspx>

Contact Information for Student Complaint Processes*

WYOMING

Wyoming Department of Education

122 W. 25th St. Suite E200

Cheyenne, WY 82002 Phone: 307-777-7675

<https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/>

Office of the Attorney General Consumer Protection Unit Kendrick Building

2320 Capitol Avenue

Cheyenne, WY 82002

<https://ag.wyo.gov/law-office-division/consumer-protection-and-antitrust-unit/consumer-complaints>

Contact Information for Student Complaint Processes*

*This list includes contact information for all 50 states, the District of Columbia, and Puerto Rico and should not be construed as informative of what agencies regulate the institution or in what states the institution is licensed or required to be licensed. States, through the relevant agencies or Attorney Generals Offices will accept complaints regardless of whether the institution is required to be licensed in that state.