

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 99811-0505
EED.ACPE-IA@alaska.gov
http://acpe.alaska.gov/Consumer_Protection

Alaska Office of Attorney General
Consumer Protection Unit
1031 W. Fourth Avenue, Suite 200
Anchorage, AK 99501-5903
Phone: Anchorage: 907-269-5200
Phone: Outside Anchorage: 1-888-576-2529
Email: attorney.general@alaska.gov
<http://www.law.alaska.gov/consumer/>
http://www.law.state.ak.us/pdf/consumer/FORM_complaint.pdf

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 Department of Higher Education
Coordinating Board
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
<https://www.adhe.edu/private-career-education/students/>

CALIFORNIA

California Bureau of Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798-0818
Phone: 916-574-8900
Toll Free: 1-888-370-7589
Fax: 916-263-1897
Email: bppe@dca.ca.gov
<https://www.bppe.ca.gov/enforcement/complaint.shtml>

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://higher.ed.colorado.gov/filing-student-complaint>

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
Complaint Center
450 Columbus Boulevard Hartford, CT 06103
Phone: 860-713-6100
Consumer Complaint Hotline: 800-842-2649
Email: dcp@frauds@ct.gov
<http://ct.gov/dcp/cwp/view.asp?a=4302&q=506512>
Consumer Complaint Hotline: 800-842-2649

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

Delaware Department of Justice
Consumer Protection Unit
Carvel State Office Bldg.
820 N. French Street, 5th Floor
Wilmington, DE 19801
Phone: 302-577-8600
Fax: 302-577-6499
Email: consumer.protection@state.de.us
<http://attorneygeneral.delaware.gov/fraud/cpu/complaint/>

DISTRICT OF COLUMBIA

District of Columbia
Office of the State Superintendent of Education
Higher Education Licensure Commission
810 First Street, NE
Second Floor
Washington, DC 20002
Phone: 202-727-6436
<http://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints>

Government of the District of Columbia
Office of the Attorney General
441 4th Street, NW
Suite 600 South
Washington, DC 20001
OAG Consumer Protection Hotline: 202-442-9828
Fax: 202-741-8789
Website: www.oag.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

Fax: 850-245-3238

Email: cieinfo@fldoe.org; Commissioner@fldoe.org
<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
235 South Beretania Street, Room 801
Honolulu, Hawaii 96813-2419
Phone: 808-586-2630
Fax: 808-586-2640
Email: hpeap@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
Attn: State Coordinator for Private Colleges and Proprietary Schools
650 West State Street
P.O. Box 83720
Boise, ID 83720-0037
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/>

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://ccforms submission.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 550
Indianapolis, IN 46204-1984
Email: complaints@che.in.gov
<http://www.in.gov/che/2744.htm>

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

CPE Consumer Complaint

Council on Postsecondary Education

100 Airport Road

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>

Office of the Attorney General

Consumer Protection Division

1024 Capital Center Drive, Suite 200

Frankfort, KY 40601

Phone: 502-696-5389

<https://secure.kentucky.gov/formservices/AttorneyGeneral/ConsumerComplaintForm>

LOUISIANA

Louisiana Board of Regents

1201 N. Third St, Suite 6-200

Baton Rouge, LA 70802

Phone: 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
Email: consumer.mediation@maine.gov
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 Licensing and Regulatory Affairs
Corporations, Securities & Commercial Licensing Bureau
Administrative Services Section – Complaint Intake
P.O. Box 30018
Lansing, MI 48909
Phone: 517-241-922
<http://www.michigan.gov/pss>

MINNESOTA

Minnesota Office of Higher Education
450 Energy Park Drive, Suite 350
St. Paul, MN 55108-5227
Phone: 651-642-0567

Toll Free: 800-657-3866

Email: info.ohe@state.mn.us

<http://www.ohe.state.mn.us/mPg.cfm?pagelD=1078>

MISSISSIPPI

Mississippi Commission on College Accreditation

3825 Ridgewood Road

Jackson, MS 39211

Phone: 601-432-6372

www.mississippi.edu/mcca/

http://www.mississippi.edu/mcca/student_complaint_process.asp

Mississippi Commission of Proprietary Schools and College Registration

3825 Ridgewood Road

Jackson, MS 39211

Phone: 601-432-6185

<http://www.sbcjc.cc.ms.us/pdfs/pg/PSComplaintForm.pdf>

Office of the Attorney General

State of Mississippi

P.O. Box 220

Jackson, MS 39205

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

P.O. Box 1469

Jefferson City, MO 65101

Phone: 573-751-2361

Toll Free: 800-473-6757

Email: info@dhewd.mo.gov

<https://dhewd.mo.gov/contactus.php><https://dhewd.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>

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

Email: contactocp@mt.gov (email)

<https://dojmt.gov/consumer/consumer-complaints/>

NEBRASKA

Nebraska's Coordinating Commission for Postsecondary Education

P.O. Box 95005

Lincoln, NE 68509-5005

Phone: 402-471-2847

<https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions>

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

Nebraska Department of Education

301 Centennial Mall South

P.O. Box 94933

Lincoln, NE 68509-4933

Phone: 402-471-2295

Email: Nde.investigations@nebraska.gov

https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf

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
124 Halsey Street
Newark, New Jersey 07102
Phone: 973-504-6200
<https://www.njconsumeraffairs.gov/Pages/Consumer-Complaints.aspx>

NEW MEXICO

New Mexico Higher Education Department
Private Postsecondary Schools Division
2044 Galisteo St., Suite 4
Santa Fe, NM 87505-2100

7400 Tiburon St. NE
Albuquerque, NM 87109

Phone: 505-476-8409
<https://hed.state.nm.us/students-parents/student-complaints>

NEW YORK

New York State Education Department
Office of College and University Evaluation
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
Adult Career and Continuing Ed Services
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

23 William Street
New York, NY 10038-3804

Phone: 518-474-8583
Toll Free: 800-697-1220
<https://www.dos.ny.gov/consumerprotection/form/complaintform.asp>

NORTH CAROLINA

North Carolina Community College System Office of Proprietary Schools
200 West Jones St.
Raleigh, North Carolina 27603
Phone: 919-807-7100
Email: webmaster@nccommunitycolleges.edu
<http://www.nccommunitycolleges.edu/proprietary-schools>

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
Fax: 701.328.1255

E-mail: cte@nd.gov

[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)

[North Dakota University System](#)

[10th Floor, State Capitol](#)

[600 East Boulevard Ave., Dept 215](#)

[Bismarck, ND 58505-0230](#)

[Phone: 701-328-2960](#)

North Dakota Consumer Protection Division

Office of Attorney General

Gateway Professional Center

[600 East Boulevard Ave., Dept. 125](#)

Bismarck, ND 58505-0610

Phone: 800-472-2600

Email: ndag@nd.gov

<https://attorneygeneral.nd.gov/sites/ag/files/documents/ConsumerComplaint-SFN7418.pdf>

OHIO

Ohio State Board of Career Colleges and Schools

30 East Broad Street, Suite 2481

Columbus, OHIO 43215-31414

Phone: 614-466-2752

Fax: 614-466-2219

Toll Free: 877-275-4219

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

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

<http://scr.ohio.gov/LinkClick.aspx?fileticket=%2bwaKHWPRAH8%3d&tabid=68>

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

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

OKLAHOMA

Oklahoma State Regents for Higher Education

655 Research Parkway, Suite 200

Oklahoma City, OK 73104

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

State of Oklahoma

Oklahoma Board of Private Vocational Schools

3700 N.W. Classen Boulevard, Suite 250

Oklahoma City, OK 73118

Phone: 405-528-3366

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

Oklahoma Office of the Attorney General

Public Protection Unit

313 N.E. 21st Street

Oklahoma City, OK 73105

Phone: 833-681-1895

Email: ConsumerProtection@oag.ok.gov

http://www.oag.ok.gov/Default.aspx?shortcut=consumer-protection&_m=18

OREGON

Higher Education Coordinating Commission

Private Postsecondary Education

Office of Degree Authorization

3255 Capitol St NE

Salem, OR 97302

Email: complaints@hecc.oregon.gov

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

Higher Education Coordinating Commission

Office of Private Postsecondary Education: Private Career Schools

775 Court Street NE

Salem, OR 97301-3827

http://www.oregon.gov/HigherEd/Pages/priv_career_schools.aspx

[http://www.oregon.gov/highered/Documents/HECC/PCS/ComplaintProcedure\(H\).pdf](http://www.oregon.gov/highered/Documents/HECC/PCS/ComplaintProcedure(H).pdf)

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 17126-0333

Phone: 717-783-8228

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

Pennsylvania Office of Attorney General

Bureau of Consumer Protection

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/>

PUERTO RICO

Puerto Rico Council on Higher 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> .

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 Board of Governors for Higher Education

Shepard Building

80 Washington Street

Providence, RI 02903

Phone: 401-456-6000

<http://www.ribghe.org/pdfs/BOGStudentComplaintProcessI1011012.pdf>

Rhode Island Department of Attorney General

Consumer Protection Unit

150 South Main Street

Providence, RI 02903

Phone: 401-274-4400

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

SOUTH CAROLINA

South Carolina Commission on Higher Education

1122 Lady Street, Suite 300

Columbia, SC 29201

Phone: 803-737-2260

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

http://www.che.sc.gov/CHE_Docs/academicaffairs/license/Complaint_Procedures_and_Form.pdf

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/ComplaintForm-SD-SARA.pdf#search=complaint>

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

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
1200 E. Anderson Lane
Austin, Texas 78752
Phone: 612-427-6101
<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
<http://consumerprotection.utah.gov/complaints/index.html>

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
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
P.O. Box 43105
Olympia, WA 98504-3105
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 98504-0100
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
<http://www.wvhepc.edu/wp-content/uploads/2015/01/Complaint-Form2.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
<http://www.ago.wv.gov/consumerprotection/Pages/default.aspx>

WISCONSIN

State of Wisconsin Educational Approval Board
Attention: Student Complaints
P.O. Box 8366,
Madison, WI 53708-8366
Phone: 608-266-1996
Fax: 608-264-8477
Email: DSPSEAP@wisconsin.gov
<https://dsps.wi.gov/Pages/Programs/EducationalApproval/Student.aspx>

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
<http://ag.wyo.gov/cpu/consumer-complaints>

*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.