

Student Complaint Information by State and Agency
March 2019

State	Agency Name	Link to and/or Information about Complaint Process
Alabama	Alabama Department of Postsecondary Education - Office of Private School Licensing Division	https://psl.asc.edu/External/Complaints.aspx
Alaska	Alaska Commission on Postsecondary Education	https://acpe.alaska.gov/ConsumerProtection
Arizona	Arizona State Board for Private Postsecondary Education	https://ppse.az.gov/complaint
Arkansas	Arkansas Higher Education Coordinating Board	https://sbpce.wufoo.com/forms/form-8040-complaint-form/
California	Bureau for Private Postsecondary Education	http://www.bppe.ca.gov/enforcement/complaint.shtml http://www.bppe.ca.gov/forms_pubs/complaint.pdf
Colorado	Colorado Department of Higher Education	https://highered.colorado.gov/Academics/Complaints/ComplaintPrivateInst.html
Connecticut	The Office of Financial and Academic Affairs for Higher Education	http://www.ctohe.org/StudentComplaints.shtml
Delaware	Delaware Department of Education	No information available
District of Columbia	Education Licensure Commission	https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints
Florida	Commission for Independent Education Florida Department of Education	http://www.fldoe.org/policy/cie/file-a-complaint.stml
Georgia	Nonpublic Postsecondary Education Commission	https://gnpec.georgia.gov/student-complaints
Hawaii	Hawaii Department of Education	No information available
Idaho	Idaho Board of Education	https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/state-authorization-reciprocity-agreement-sara/complaint-procedures/
Illinois	Illinois Board of Higher Education	http://complaints.ibhe.org/
Indiana	Indiana Commission for Higher Education	https://www.in.gov/che/2744.htm
Iowa	Iowa College Student Aid Commission	https://www.iowacollegeaid.gov/StudentDisputeResolutionForm
Kansas	Kansas Board of Regents	https://kansasregents.org/academic-affairs/private-out-of-state/complaint-process
Kentucky	Kentucky Council on Postsecondary Education	http://cpe.ky.gov/campuses/consumer_complaint.html
Louisiana	Louisiana Board of Regents	https://regents.la.gov/divisions/planning-research-and-academic-affairs/institutional-licensure/sara/
Maine	Maine Department of Education Office of Higher Education Services	https://www.maine.gov/doe/learning/highered/sara
Maryland	Maryland Higher Education Commission	http://mhec.maryland.gov/career/pcs/gripe.asp
Massachusetts	Massachusetts Board of Higher Education	https://www.mass.edu/forstufam/complaints/complaintform.asp
Michigan	Michigan Department of Licensing and Regulatory Affairs	https://www.michigan.gov/lara/0,4601,7-154-89509---,00.html
Minnesota	Minnesota Office of Higher Education	http://www.ohe.state.mn.us/mPg.cfm?pageID=1078

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Missouri	Missouri Department of Higher Education	https://dhe.mo.gov/documents/POLICYONCOMPLAINRESOLUTION-reviseddraft.pdf
Nebraska	Nebraska Coordinating Commission for Postsecondary Education	https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions
Nevada	Nevada Commission on Postsecondary Education	https://nshe.nevada.edu/?s=complaints
New Hampshire	New Hampshire Postsecondary Education Commission	https://www.education.nh.gov/highered/compliance-allegation.htm
New Jersey	New Jersey Commission on Higher Education	No information available
New Mexico	New Mexico Higher Education Department	http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx
New York	Office of College and University Evaluation	http://www.highered.nysed.gov/ocue/spr/COMPLAINFORMINFO.html http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university
North Carolina	The University of North Carolina Board of Governors	https://www.northcarolina.edu/complaints
North Dakota	North Dakota State Board for Career and Technical Education	https://www.nd.gov/cte/private-post-inst/docs/NDSBCTE_Student_Complaint_Procedure.pdf
Ohio	The Ohio Department of Higher Education	https://www.ohiohighered.org/students/complaints
Oklahoma	Oklahoma State Regents for Higher Education	https://www.okhighered.org/current-college-students/complaints.shtml
Oregon	Office of Degree Authorization	https://www.oregon.gov/highered/institutions-programs/private/pages/private-postsecondary-complaints.aspx
Pennsylvania	Department of Education	https://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx
Rhode Island	Rhode Island Board of Governors for Higher Education	http://www.ribghe.org/pdfs/BOGStudentComplaintProcessII011012.pdf
South Carolina	South Carolina Commission on Higher Education	http://www.che.sc.gov/Portals/0/CHE_Docs/academicaffairs/license/complaint_procedures_and_form.pdf
South Dakota	South Dakota Board of Regents	http://www.che.sc.gov/Portals/0/CHE_Docs/academicaffairs/license/Complaint_Procedures_and_Form.pdf
Tennessee	Tennessee Higher Education Commission	https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html
Texas	Texas Workforce Commission (TWC) Texas Higher Education Coordinating Board (THECB)	https://twc.texas.gov/jobseekers/career-schools-colleges-students#howToSubmitAComplaintAgainstASchool http://www.thecb.state.tx.us/index.cfm?objectid=F8696420-1C09-

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		11E8-BC500050560100A9 http://www.theccb.state.tx.us/index.cfm?objectid=989FE9A0-2213-11E8-BC500050560100A9
Utah	Utah Division of Consumer Protection	http://consumerprotection.utah.gov/complaints/index.html
Vermont	Vermont State Board of Education	https://education.vermont.gov/sites/aoe/files/documents/edu-postsecondary-program-complaint-resolution.pdf
Virginia	Private & Out-of-State Postsecondary Education State Council of Higher Education for Virginia	http://www.schev.edu/index/students-and-parents/resources/student-complaints
Washington	Washington Student Achievement Council	https://www.wsac.wa.gov/student-complaints
West Virginia	West Virginia Higher Education Policy Commission	http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf
Wisconsin	Wisconsin Educational Approval Board	https://dsps.wi.gov/pages/SelfService/FileAComplaint.aspx
Wyoming	Wyoming Department of Education	https://edu.wyoming.gov/blog/2018/12/06/student-complaint-form/