

State Contact List for Student Complaints

The US Department of Education requires institutions offering distance education programs to provide students with their home state contact information for filing student complaints. Because Loyola University New Orleans is an NC-SARA institution, many of the state agencies below will refer online students to the Louisiana Board of Regents SARA complaint process: <https://www.regents.la.gov/assets/docs/2013/03/Board-of-Regents-SARA-Student-Complaint-Process.pdf>. California is the only non-SARA state. Louisiana, and most other states, requires that students begin the complaint process at the university level before taking further action. Louisiana, and most states, will not hear complaints related to course grades, academic sanctions or discipline/conduct matters.

State	State Agency Contact Information for Student Complaints
Alabama	Alabama Community College System P. O. Box 302130 Montgomery, Alabama 36104 http://www.accs.edu/about-accs/private-school-licensure/complaints/
Alaska	Alaska Commission on Postsecondary Education PO Box 110505 Juneau, AK 99811 Email: EED.ACPE-IA@alaska.gov https://acpe.alaska.gov/ConsumerProtection
Arizona	Arizona State Board for Private Postsecondary Education 400 West Washington Street Phoenix, Arizona 85007 https://ppse.az.gov/complaint
Arkansas	Arkansas Department of Higher Education 423 Main Street, Suite 400 Little Rock, AR 72201 Email: ICAC@adhe.edu. https://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/grievance-form

<p>California</p>	<p>California Department of Consumer Affairs Consumer Information Center 1625 North Market Blvd., Suite N-112 Sacramento, California 95834 https://www.dca.ca.gov/consumers/complaints/oos_students.shtml <i>Online students located in California studying with out-of-state non-profit accredited institutions may file complaints with the Department's Consumer Affairs using the above link. For more information, call (833) 942-1120.</i></p>
<p>Colorado</p>	<p>Colorado Department of Higher Education 1560 Broadway, Suite 1600 Denver, CO 80202 http://higher.ed.colorado.gov/Academics/Complaints</p>
<p>Connecticut</p>	<p>Connecticut Office of Higher Education 450 Columbus Boulevard, Suite 510 Hartford, CT 06103-1841 http://www.ctohe.org/StudentComplaints.shtml</p>
<p>Delaware</p>	<p>Delaware Higher Education Office The Townsend Building 401 Federal St., Ste. 2 Dover, DE 19901 Telephone: (302) 857-3388 or Email: dheo@doe.k12.de.us to inquire about non-SARA complaints.</p>
<p>District of Columbia</p>	<p>Office of the State Superintendent of Education Higher Education Licensure Commission 810 First St. NE Second Floor Washington, DC 2000 https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints</p>
<p>Florida</p>	<p>Commission for Independent Education 325 W. Gaines Street, Suite 1414 Tallahassee, FL. 32399-0400 http://www.fldoe.org/policy/cie/file-a-complaint.shtml</p>

<p>Georgia</p>	<p>Georgia Nonpublic Postsecondary Education Commission 2082 East Exchange Place, Suite 220 Tucker, GA 30084-5305 https://gnpec.georgia.gov/gnpec-authorized-school-student-complaint-rules</p>
<p>Hawaii</p>	<p>Hawaii Post-Secondary Education Authorization Program Department of Commerce and Consumer Affairs P.O. Box 541 Honolulu, HI 96809 http://cca.hawaii.gov/hpeap/student-complaint-process/</p>
<p>Idaho</p>	<p>Idaho State Board of Education 650 West State Street, 3rd Floor Boise, ID 83702 https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/</p>
<p>Illinois</p>	<p>Illinois Board of Higher Education 1 N. Old State Capitol Plaza, Suite 333 Springfield, IL 62701-1377 http://complaints.ibhe.org/</p>
<p>Indiana</p>	<p>Indiana Commission for Higher Education 101 West Ohio Street, Suite 300 Indianapolis IN 46204-4206 http://www.in.gov/che/2744.htm</p>
<p>Iowa</p>	<p>Iowa College Student Aid Commission 430 East Grand Avenue, FL 3 Des Moines, IA 50309-1920 https://www.iowacollegeaid.gov/StudentComplaintForm</p>
<p>Kansas</p>	<p>Kansas Board of Regents 1000 SW Jackson Street, Suite 520 Topeka, KS 66612-1368 http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process</p>

<p>Kentucky</p>	<p>Council on Postsecondary Education 1024 Capital Center Drive, Suite 320 Frankfort, KY 40601 http://cpe.ky.gov/campuses/consumer_complaint.html</p>
<p>Louisiana</p>	<p>Louisiana Board of Regents 1201 N. Third St., Suite 6-200 Baton Rouge, LA 70802 Telephone: (225) 342-4253 to inquire about non-SARA complaints SARA Complaints: https://www.regents.la.gov/assets/docs/2013/03/Board-of-Regents-SARA-Student-Complaint-Process.pdf</p>
<p>Maine</p>	<p>Maine Department of Education 23 State House Station Augusta, ME 04333-0023 Maine Attorney General To inquire about non-SARA complaints contact http://www.maine.gov/ag/consumer/complaints/</p>
<p>Maryland</p>	<p>Maryland Higher Education Commission 6 North Liberty Street Baltimore, MD 21201 http://mhec.maryland.gov/institutions_training/Pages/career/pcc/complaint.aspx</p>
<p>Massachusetts</p>	<p>Massachusetts Department of Higher Education One Ashburton Place, Room 1401 Boston, MA 02108 http://www.mass.edu/forstufam/complaints/complaints.asp</p>
<p>Michigan</p>	<p>Department of Licensing and Regulatory Affairs P.O. Box 30004 Lansing, MI 48909 http://www.michigan.gov/lara</p>
<p>Minnesota</p>	<p>Registration & Licensing Office of Higher Education 1 450 Energy Park Drive, Suite 350 St. Paul, MN 55108 http://www.ohe.state.mn.us/mPg.cfm?pageID=1078</p>

Mississippi	<p>Mississippi Commission on College Accreditation 3825 Ridgewood Road Jackson, MS 39211 http://www.mississippi.edu/mcca/student_complaint_process.asp</p>
Missouri	<p>Missouri Department of Higher Education 205 Jefferson Street P.O. Box 1469 Jefferson City, MO 65102 info@dhe.mo.gov https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf</p>
Montana	<p>Montana Department of Justice Office of Consumer Protection. 555 Fuller Avenue Helena, MT 59601-3394 To inquire about Non-SARA complaints: https://dojmt.gov/consumer/consumer-complaints/</p>
Nebraska	<p>Coordinating Commission for Postsecondary Education P.O. Box 95005 Lincoln, NE 68509-5005 to inquire about non-SARA complaints https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions</p>
Nevada	<p>Commission on Postsecondary Education 8778 South Maryland Parkway Suite 115 Las Vegas, Nevada 89123 to inquire about non-SARA complaints http://cpe.nv.gov/Students/Students_Home/</p>
New Hampshire	<p>New Hampshire Department of Education 101 Pleasant Street Concord, NH 03301-3494 To inquire about Non-SARA complaints: https://www.education.nh.gov/highered/compliance-allegation.htm</p>

<p>New Jersey</p>	<p>Office of the Secretary of Higher Education 20 West State Street 4th floor, PO Box 542 Trenton, NJ 08625-0542 To inquire about Non-SARA complaints: http://www.state.nj.us/highereducation/index.shtml</p>
<p>New Mexico</p>	<p>New Mexico Higher Education Department 2044 Galisteo Street, Suite 4 Santa Fe, NM 87505-2100 Email HigherEd.Info@state.nm.us or call (505)476-8411 for non-SARA complaints.</p>
<p>New York</p>	<p>New York State Education Department Office of College and University Evaluation 89 Washington Avenue EBA Room 960 Albany, New York 12234 To inquire about Non-SARA complaint contact: http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</p>
<p>North Carolina</p>	<p>Consumer Protection Division Attorney General's Office Mail Service Center 9001 Raleigh, NC 27699-9001 http://www.ncdoj.gov/complaint</p>
<p>North Dakota</p>	<p>North Dakota University System Vice Chancellor of Academic and Student Affairs 600 East Boulevard Ave Bismarck, ND 58505-0230 http://www.ndus.edu/system/state-authorization/</p>
<p>Ohio</p>	<p>Ohio Department of Higher Education 25 South Front Street Columbus, OH 43215 https://www.ohiohighered.org/students/complaints</p>

<p>Oklahoma</p>	<p>Oklahoma State Regents for Higher Education 655 Research Parkway, Suite 200 Oklahoma City, OK 73104 To inquire about non-SARA complaints: http://www.okhighered.org/current-college-students/complaints.shtml</p>
<p>Oregon</p>	<p>Higher Education Coordinating Commission 255 Capitol Street NE, Third Floor Salem, OR 97310 To inquire about Non-SARA complaints: http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx</p>
<p>Pennsylvania</p>	<p>Pennsylvania Department of Education Postsecondary and Adult Education 333 Market Street, 12th Fl. Harrisburg, PA 17126-0333 To inquire about Non-SARA complaints: https://www.education.pa.gov/Postsecondary-Adult/Pages/default.aspx</p>
<p>Rhode Island</p>	<p>Office of the Postsecondary Commissioner RIHEAA Building 560 Jefferson Boulevard, Suite 100 Warwick, RI 02886 To inquire about Non-SARA complaints: https://www.riopc.edu/</p>
<p>South Carolina</p>	<p>Commission on Higher Education 1122 Lady Street, Suite 300 Columbia, SC 29201 To inquire about Non-SARA complaints: http://www.che.sc.gov/che_docs/academicaffairs/license/complaint_procedures_and_form.pdf</p>
<p>South Dakota</p>	<p>Office of the Attorney General Division of Consumer Protection 1302 E Hwy 14 Suite 3 Pierre SD, 57501-8053 http://consumer.sd.gov/complaintform.aspx</p>

<p>Tennessee</p>	<p>Tennessee Higher Education Commission 404 James Robertson Parkway, Suite 1900 Nashville, TN 37243 To inquire about Non-SARA complaints: https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html</p>
<p>Texas</p>	<p>Texas Higher Education Coordinating Board 1200 E. Anderson Lane Austin, TX 78752 To inquire about Non-SARA complaints: http://www.thecb.state.tx.us/index.cfm?objectid=989FE9A0-2213-11E8-BC500050560100A9</p>
<p>Utah</p>	<p>Utah Department of Commerce Division of Consumer Protection 160 East 300 South Salt Lake City, Utah 84111 https://dcp.utah.gov/complaints/index.html</p>
<p>Vermont</p>	<p>Vermont Attorney General’s Office 109 State Street Montpelier, VT 05609 http://ago.vermont.gov/contact-page/</p>
<p>Virginia</p>	<p>State Council of Higher Education for Virginia 101 N. 14th Street, 10th Floor James Monroe Building Richmond, VA 23219 http://schev.edu/index/students-and-parents/resources/student-complaints</p>
<p>Washington</p>	<p>Washington Student Achievement Council 917 Lakeridge Way SW Olympia, WA 98502 http://www.wsac.wa.gov/student-complaints</p>
<p>West Virginia</p>	<p>West Virginia Higher Education Policy Commission 1018 Kanawha Boulevard, East - Suite 700 Charleston, WV 25301 http://www.wvhpec.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf</p>

<p>Wisconsin</p>	<p>Department of Safety and Professional Services 100 East Washington Ave. P.O. Box 8935 Madison, WI 53703 To inquire about Non-SARA complaints: https://dsps.wi.gov/Pages/Programs/EducationalApproval/Student.aspx</p>
<p>Wyoming</p>	<p>Wyoming Department of Education 2300 Capitol Avenue Hathaway Building, 2nd Floor Cheyenne, WY 82002-2060 https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/</p>
<p>United States Virgin Islands</p>	<p>The Virgin Islands Department of Education Office of the Commissioner 1834 Kongens Gade St. Thomas, VI 00802 Phone: 340-774-0100</p>