

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. Most states require that students begin the complaint process at the university before taking further action.

State	State Agency and Link to Complaint Process
Alabama	Alabama Community College System P.O. Box 302130 Montgomery, Alabama 36104 https://www.accs.cc/index.cfm/school-licensure/complaints/
Alaska	Alaska Commission on Postsecondary Education P.O. Box 110505 Juneau, AK 99811 EED.ACPE-IA@alaska.gov
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 http://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/
California	Bureau for Private Postsecondary Education 2535 Capitol Oaks Drive, Suite 400 Sacramento, CA 95833 http://www.bppe.ca.gov/enforcement/complaint.shtml OR http://www.dca.ca.gov/online_services/complaints/citizen_complaint.shtml
Colorado	Colorado Department of Higher Education 1560 Broadway, Suite 1600 Denver, CO 80202 http://highered.colorado.gov/Academics/Complaints/ComplaintPrivateInst.html
Connecticut	Connecticut Office of Higher Education 450 Columbus Boulevard, Suite 510 Hartford, CT 06103-1841 http://www.ctohe.org/StudentComplaints.shtml

Delaware	<p>Delaware Higher Education Office The Townsend Building 401 Federal St., Ste. 2 Dover, DE 19901 dheo@doe.k12.de.us</p>
District of Columbia	<p>Office of the State Superintendent of Education Higher Education Licensure Commission 810 First St. NE Second Floor Washington, DC 20002 https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints</p>
Florida	<p>Commission for Independent Education 325 W. Gaines Street, Suite 1414 Tallahassee, FL. 32399-0400 http://www.fldoe.org/policy/cie/file-a-complaint.stml</p>
Georgia	<p>Georgia Nonpublic Postsecondary Education Commission 2082 East Exchange Place, Suite 220 Tucker, GA 30084-5305 https://gnpec.org/gnpec-authorized-school-complainant-form/</p>
Hawaii	<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>
Idaho	<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>
Illinois	<p>Illinois Board of Higher Education 1 N. Old State Capitol Plaza, Suite 333 Springfield, IL 62701-1377 http://complaints.ibhe.org/</p>
Indiana	<p>Indiana Commission for Higher Education 101 West Ohio Street, Suite 300 Indianapolis IN 46204-4206 http://www.in.gov/che/2744.htm</p>
Iowa	<p>Iowa College Student Aid Commission 430 East Grand Avenue, FL 3 Des Moines, IA 50309-1920 https://www.iowacollegeaid.gov/sdrf-start</p>

Kansas	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
Kentucky	Council on Postsecondary Education 1024 Capital Center Drive, Suite 320 Frankfort, KY 40601 http://cpe.ky.gov/campuses/consumer_complaint.html
Louisiana	Louisiana Board of Regents 1201 N. Third St., Suite 6-200 Baton Rouge, LA 70802 http://www.regents.la.gov/page/StudentComplaints
Maine	Maine Department of Education 23 State House Station Augusta, ME 04333-0023 Maine Attorney General http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml
Maryland	Maryland Higher Education Commission 6 North Liberty Street Baltimore, MD 21201 http://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx
Massachusetts	Massachusetts Department of Higher Education One Ashburton Place, Room 1401 Boston, MA 02108 http://www.mass.edu/forstufam/complaints/complaints.asp
Michigan	Department of Licensing and Regulatory Affairs P.O. Box 30004 Lansing, MI 48909 http://www.michigan.gov/lara
Minnesota	Registration & Licensing Office of Higher Education 1450 Energy Park Drive, Suite 350 St. Paul, MN 55108 http://www.ohe.state.mn.us/mPg.cfm?pageID=1078
Mississippi	Mississippi Commission on College Accreditation 3825 Ridgewood Road Jackson, MS 39211 http://www.mississippi.edu/mcca/student_complaint_process.asp

Missouri	<p>Missouri Department of Higher Education 205 Jefferson Street P.O. Box 1469 Jefferson City, MO 65102 info@dhe.mo.gov</p>
Montana	<p>Montana Department of Justice Office of Consumer Protection 555 Fuller Avenue Helena, MT 59601-3394 https://dojmt.gov/consumer/consumer-complaints/</p>
Nebraska	<p>Coordinating Commission for Postsecondary Education P.O. Box 95005 Lincoln, NE 68509-5005 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 http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm</p>
New Hampshire	<p>New Hampshire Department of Education 101 Pleasant Street Concord, NH 03301-3494 http://www.education.nh.gov/highered/compliance-allegation.htm</p>
New Jersey	<p>Office of the Secretary of Higher Education 20 West State Street 4th floor, PO Box 542 Trenton, NJ 08625-0542 http://www.state.nj.us/highereducation/index.shtml</p>
New Mexico	<p>New Mexico Higher Education Department 2044 Galisteo Street, Suite 4 Santa Fe, NM 87505-2100 http://www.hed.state.nm.us/institutions/complaints.aspx</p>
New York	<p>New York State Education Department Office of College and University Evaluation 89 Washington Avenue EBA Room 960 Albany, New York 12234 http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</p>
North Carolina	<p>University of North Carolina General Administration North Carolina Post-Secondary Education Complaints 910 Raleigh Road Chapel Hill, NC 27515-2688 https://www.northcarolina.edu/complaints</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 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 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 http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#tab-1</p>
<p>Rhode Island</p>	<p>Office of the Postsecondary Commissioner RIHEAA Building 560 Jefferson Boulevard, Suite 100 Warwick, RI 02886 https://www.riopc.edu/</p>
<p>South Carolina</p>	<p>South Carolina Commission on Higher Education 1122 Lady Street, Suite 300 Columbia, SC 29201 http://www.che.sc.gov/InstitutionsEducators/Licensing/LicensingofNon-PublicPostsecondaryInstitutions.aspx</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 http://tn.gov/thec/topic/transcript-requests-and-institution-complaints</p>

Texas	Texas Higher Education Coordinating Board 1200 E. Anderson Lane Austin, TX 78752 http://www.theccb.state.tx.us/index.cfm?objectid=AC6FA0BC-F5DB-16DE-6B667C083DFB5B98
Utah	Utah Department of Commerce Division of Consumer Protection 160 East 300 South Salt Lake City, Utah 84111 https://dcp.utah.gov/complaints/index.html
Vermont	Vermont Agency of Education 219 North Main Street, Suite 402 Barre, VT 05641 http://education.vermont.gov/vermont-schools/school-operations/post-secondary-programs
Virginia	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
Washington	Washington Student Achievement Council 917 Lakeridge Way SW Olympia, WA 98502 http://www.wsac.wa.gov/student-complaints
West Virginia	West Virginia Higher Education Policy Commission 1018 Kanawha Boulevard, East - Suite 700 Charleston, WV 25301 http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf
Wisconsin	Wisconsin Educational Approval Board 431 Charmany Drive, Suite 102 Madison, WI 53719 http://eab.state.wi.us/resources/complaint.asp
Wyoming	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/