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.

<table>
<thead>
<tr>
<th>State</th>
<th>State Agency and Link to Complaint Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>Alabama Community College System</td>
</tr>
<tr>
<td></td>
<td>P. O. Box 302130</td>
</tr>
<tr>
<td></td>
<td>Montgomery, Alabama 36104</td>
</tr>
<tr>
<td></td>
<td><a href="https://www.accs.cc/index.cfm/school-licensure/complaints/">https://www.accs.cc/index.cfm/school-licensure/complaints/</a></td>
</tr>
<tr>
<td>Alaska</td>
<td>Alaska Commission on Postsecondary Education</td>
</tr>
<tr>
<td></td>
<td>PO Box 110505</td>
</tr>
<tr>
<td></td>
<td>Juneau, AK 99811</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:EED.AC.PE-IA@alaska.gov">EED.AC.PE-IA@alaska.gov</a></td>
</tr>
<tr>
<td>Arizona</td>
<td>Arizona State Board for Private Postsecondary Education</td>
</tr>
<tr>
<td></td>
<td>400 West Washington Street</td>
</tr>
<tr>
<td></td>
<td>Phoenix, Arizona 85007</td>
</tr>
<tr>
<td></td>
<td><a href="https://ppse.az.gov/complaint">https://ppse.az.gov/complaint</a></td>
</tr>
<tr>
<td>Arkansas</td>
<td>Arkansas Department of Higher Education</td>
</tr>
<tr>
<td></td>
<td>423 Main Street, Suite 400</td>
</tr>
<tr>
<td></td>
<td>Little Rock, AR 72201</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/">http://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/</a></td>
</tr>
<tr>
<td>California</td>
<td>Bureau for Private Postsecondary Education</td>
</tr>
<tr>
<td></td>
<td>2535 Capitol Oaks Drive, Suite 400</td>
</tr>
<tr>
<td></td>
<td>Sacramento, CA 95833</td>
</tr>
<tr>
<td>Colorado</td>
<td>Colorado Department of Higher Education</td>
</tr>
<tr>
<td></td>
<td>1560 Broadway, Suite 1600</td>
</tr>
<tr>
<td></td>
<td>Denver, CO 80202</td>
</tr>
</tbody>
</table>
Connecticut  Connecticut Office of Higher Education  
450 Columbus Boulevard, Suite 510  
Hartford, CT 06103-1841  
http://www.ctohe.org/StudentComplaints.shtml

Delaware  Delaware Higher Education Office  
The Townsend Building  
401 Federal St., Ste. 2  
Dover, DE 19901  
dheo@doe.k12.de.us

District of Columbia  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

Florida  Commission for Independent Education  
325 W. Gaines Street, Suite 1414  
Tallahassee, FL 32399-0400  

Georgia  Georgia Nonpublic Postsecondary Education Commission  
2082 East Exchange Place, Suite 220  
Tucker, GA 30084-5305  
https://gnpec.org/gnpec-authorized-school-complainant-form/

Hawaii  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/
Idaho
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/

Illinois
Illinois Board of Higher Education
1 N. Old State Capitol Plaza, Suite 333
Springfield, IL 62701-1377
http://complaints.ibhe.org/

Indiana
Indiana Commission for Higher Education
101 West Ohio Street, Suite 300
Indianapolis IN 46204-4206
http://www.in.gov/che/2744.htm

Iowa
Iowa College Student Aid Commission
430 East Grand Avenue, FL 3
Des Moines, IA  50309-1920
https://www.iowacollegeaid.gov/sdrf-start

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

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/forstucom/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  
Missouri Department of Higher Education  
205 Jefferson Street  
P.O. Box 1469  
Jefferson City, MO 65102  
info@dhe.mo.gov

Montana  
Montana Department of Justice Office of Consumer Protection.  
555 Fuller Avenue  
Helena, MT 59601-3394  
https://dojmt.gov/consumer/consumer-complaints/

Nebraska  
Coordinating Commission for Postsecondary Education  
P.O. Box 95005  
Lincoln, NE 68509-5005  
https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions

Nevada  
Commission on Postsecondary Education  
8778 South Maryland Parkway Suite 115  
Las Vegas, Nevada  89123  
http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm

New Hampshire  
New Hampshire Department of Education  
101 Pleasant Street  
Concord, NH 03301-3494  

New Jersey  
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

New Mexico  
New Mexico Higher Education Department  
2044 Galisteo Street, Suite 4  
Santa Fe, NM  87505-2100  
http://www.hed.state.nm.us/institutions/complaints.aspx
<table>
<thead>
<tr>
<th>State</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| New York     | New York State Education Department  
Office of College and University Evaluation  
89 Washington Avenue  
EBA Room 960  
Albany, New York 12234  
| North Carolina | 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](https://www.northcarolina.edu/complaints) |
| North Dakota | 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/](http://www.ndus.edu/system/state-authorization/) |
| Ohio         | Ohio Department of Higher Education  
25 South Front Street  
Columbus, OH 43215  
[https://www.ohiohighered.org/students/complaints](https://www.ohiohighered.org/students/complaints) |
| Oklahoma     | Oklahoma State Regents for Higher Education  
655 Research Parkway, Suite 200  
Oklahoma City, OK 73104  
| Oregon       | Higher Education Coordinating Commission  
255 Capitol Street NE, Third Floor  
Salem, OR 97310  
<table>
<thead>
<tr>
<th>State</th>
<th>Contact Information</th>
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</thead>
<tbody>
<tr>
<td>Pennsylvania</td>
<td>Pennsylvania Department of Education - Postsecondary and Adult Education 333 Market Street, 12th Fl. Harrisburg, PA 17126-0333 <a href="http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#tab-1">http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#tab-1</a></td>
</tr>
<tr>
<td>Rhode Island</td>
<td>Office of the Postsecondary Commissioner RIHEAA Building 560 Jefferson Boulevard, Suite 100 Warwick, RI 02886 <a href="https://www.riopc.edu/">https://www.riopc.edu/</a></td>
</tr>
<tr>
<td>South Carolina</td>
<td>South Carolina Commission on Higher Education 1122 Lady Street, Suite 300 Columbia, SC 29201 <a href="http://www.che.sc.gov/InstitutionsEducators/Licensing/LicensingofNon-PublicPostsecondaryInstitutions.aspx">http://www.che.sc.gov/InstitutionsEducators/Licensing/LicensingofNon-PublicPostsecondaryInstitutions.aspx</a></td>
</tr>
<tr>
<td>Texas</td>
<td>Texas Higher Education Coordinating Board 1200 E. Anderson Lane Austin, TX 78752 <a href="http://www.thecb.state.tx.us/index.cfm?objectid=AC6FA0BC-F5DB-16DE-6B667C083DFB5B98">http://www.thecb.state.tx.us/index.cfm?objectid=AC6FA0BC-F5DB-16DE-6B667C083DFB5B98</a></td>
</tr>
</tbody>
</table>
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

Wisconsin
Wisconsin Educational Approval Board
431 Chamany 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/