

SHEEO State Authorization Survey: Student Complaint Information by State and Agency		
State	Agency Name	Link to and/or Information about Complaint Process
Alabama	<b>Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning</b>	Complaints for out of state institutions are referred to the Alabama Department of Postsecondary Education (ADPE) for response. Please see the ADPE link below. For in-state institutions, contacts are posted to the ACHE website at <a href="http://www.ache.state.al.us/">http://www.ache.state.al.us/</a>
	<b>Alabama Department of Postsecondary Education - Office of Private School Licensing Division</b>	<a href="http://www.accs.cc/complaintform.aspx">http://www.accs.cc/complaintform.aspx</a>
Alaska	<b>Alaska Commission on Postsecondary Education</b>	The Alaska Commission on Postsecondary Education (ACPE) processes complaints alleging violations of state institutional authorization law relative to postsecondary institutions or programs in Alaska. The complaint investigation process is described in <a href="#">AS 14.48.130</a> and <a href="#">20 AAC 17.130-145</a> . A student is encouraged to pursue the complaint process at their institution prior to contacting ACPE. To request a complaint form please send an email to: EED.ACPE-IA@alaska.gov. For questions or assistance relative to complaints please contact: Jo Anne Hayden, Program Coordinator for Institutional Authorization (907-465-6741) or at EED.ACPE-IA@alaska.gov. Alaska Commission on Postsecondary Education; P.O. Box 110505; Juneau, AK 99811-0505.
Arizona	<b>Arizona State Board for Private Postsecondary Education</b>	<a href="http://azppse.state.az.us/student_info/compliance.asp">http://azppse.state.az.us/student_info/compliance.asp</a>
Arkansas	<b>Arkansas Higher Education Coordinating Board</b>	ADHE requires the certified institution to make a decision on the student grievance following the institution's public policy. Inquiries into student grievances must be limited to AHECB certified (under Arkansas Code §6-61-301) courses/degree programs and institutions and to matters related to the criteria for certification. Within 20 days of completing the institution's grievance procedures, the student may file the complaint in writing with the ICAC Coordinator, Arkansas Department of Higher Education, 114 East Capitol, Little Rock, AR 72201. The grievant must provide a statement from the institution verifying that the institution's appeal process has been followed. ADHE will notify the institution of the grievance within 15 days of the filing. Within 10 days after ADHE notification, the institution must submit a written response to ADHE. Other action may be taken by ADHE as needed.
	<b>Arkansas State Board of Private Career Education</b>	If a student believes that their rights have been violated, we always suggest they first, seek to resolve the problem by following the schools complaint process. Next, meet with the School Administrator and discuss their concerns with him/her. If the problem is not solved at the school level, the student may then contact us at (501) 683-8000.

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California	Bureau for Private Postsecondary Education	<a href="http://www.bppe.ca.gov/enforcement/complaint.shtml">http://www.bppe.ca.gov/enforcement/complaint.shtml</a>
Colorado	Colorado Department of Higher Education	<a href="http://highered.colorado.gov/Academics/Complaints/default.html">http://highered.colorado.gov/Academics/Complaints/default.html</a>
	Division of Private Occupational Schools	<a href="http://highered.colorado.gov/DPOS/Students/complaint.html">http://highered.colorado.gov/DPOS/Students/complaint.html</a>
Connecticut	Office of Higher Education	<a href="http://www.ctohe.org/StudentComplaints.shtml">http://www.ctohe.org/StudentComplaints.shtml</a>
Delaware	Delaware Department of Education	none listed
District of Columbia	Education Licensure Commission	none listed
Florida	Commission for Independent Education, Florida Department of Education	<a href="http://www.fldoe.org/cie/complaint.asp">http://www.fldoe.org/cie/complaint.asp</a>
Georgia	Nonpublic Postsecondary Education Commission	<a href="http://www.gnpec.org/MainMenu.asp">http://www.gnpec.org/MainMenu.asp</a>
Hawaii	none listed	none listed
Idaho	Idaho Board of Education	Complaint process described in Admin Rule (July 1, 2011) section 500. Forms and instructions available upon request from the State Coordinator for Private Colleges & Proprietary Schools. For more information, please contact the Office of the Idaho State Board of Education (Main Office: 208-334-2270).
Illinois	Illinois Board of Higher Education	Institutional Complaint Hotline: (217) 557-7359 The Board receives general information email at info@ibhe.org. Students seeking to register a complaint about an institution are required to submit the complaint in writing. Complaint processing as relates to maintenance of institutional approvals is described in 23 Illinois Administrative Rules Sections 1030.70 and 1030.80.
Indiana	Indiana Commission on Proprietary Education	<a href="http://www.in.gov/cpe/2329.htm">http://www.in.gov/cpe/2329.htm</a>
Iowa	Iowa College Student Aid Commission	<a href="http://www.iowacollegeaid.gov/forms.html">http://www.iowacollegeaid.gov/forms.html</a>
Kansas	Kansas Board of Regents	<a href="http://www.kansasregents.org/private_postsecondary_complaint_process">http://www.kansasregents.org/private_postsecondary_complaint_process</a>
Kentucky	Kentucky Council on Postsecondary Education	<a href="http://cpe.ky.gov/policies/academicpolicies/licensure.htm">http://cpe.ky.gov/policies/academicpolicies/licensure.htm</a>
	Kentucky State Board for Proprietary Education	<a href="http://www.bpe.ky.gov/Pages/default.aspx">http://www.bpe.ky.gov/Pages/default.aspx</a>

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Louisiana	Louisiana Board of Regents	For proprietary schools, the complaint procedure appears on the Board of Regents website: <a href="http://www.regents.doa.louisiana.gov/index.cfm?md=pagebuilder&amp;tmp=home&amp;pid=21&amp;pnid=0&amp;nid=7">http://www.regents.doa.louisiana.gov/index.cfm?md=pagebuilder&amp;tmp=home&amp;pid=21&amp;pnid=0&amp;nid=7</a> . Curser down to Procedures and click on "student complaint procedures". For the academic degree-granting institutions, Louisiana relies on the Consumer Affairs Division of the Attorney General's Office at 225-326-6200.
Maine	Maine Department of Education, Office of Higher Education Services	Complaints shall be addressed in writing to the Maine Department of Education, Office of Higher Education, Augusta, Maine 04333 with specific facts and allegations and signed by the complainant. The school shall be notified of any complaints which are to be investigated.
Maryland	Maryland Higher Education Commission	Individuals that wish to submit a complaint may use the following contact information: Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202. Please see PDF at: <a href="http://www.mhec.state.md.us/higherEd/acadAff/MHECStudentComplaintProcess.pdf">http://www.mhec.state.md.us/higherEd/acadAff/MHECStudentComplaintProcess.pdf</a>
Massachusetts	Massachusetts Department of Higher Education	<a href="http://www.mass.edu/forstudents/complaints/complaintprocess.asp">http://www.mass.edu/forstudents/complaints/complaintprocess.asp</a>
Michigan	Michigan Department of Energy, Labor & Economic Growth	<a href="http://www.michiganps.net/complaint.aspx">http://www.michiganps.net/complaint.aspx</a>
Minnesota	Minnesota Office of Higher Education	<a href="http://www.ohe.state.mn.us/mPg.cfm?pageID=1078">http://www.ohe.state.mn.us/mPg.cfm?pageID=1078</a>
Mississippi	Mississippi Commission on College Accreditation	<a href="http://www.mississippi.edu/mcca/">http://www.mississippi.edu/mcca/</a>
	Commission on Proprietary School and College Registration	<a href="http://www.sbcjc.cc.ms.us/program/psDefault.aspx">http://www.sbcjc.cc.ms.us/program/psDefault.aspx</a>
Missouri	Missouri Department of Higher Education	<a href="http://dhe.mo.gov/contactus.php">http://dhe.mo.gov/contactus.php</a>
Montana	Montana University System, Montana Board of Regents	none listed

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Nebraska	Nebraska Department of Education, Private Postsecondary Career Schools	<a href="http://www.education.ne.gov/PPCS/PPCS%20Forms.html">http://www.education.ne.gov/PPCS/PPCS%20Forms.html</a>
	Nebraska Coordinating Commission for Postsecondary Education	The policies regarding student complaints are listed on our website with a notation that they are not final. The Coordinating Commission for Postsecondary Education (CCPE) intends to have a section on the web site that walks students through the process; in the meanwhile, please call our office at 402-471-0030. Please note that institutions offering courses or programs that are exclusively online are not required to seek authorization from CCPE. If students have complaints about such institutions, we refer them to the home state of the institution or the Nebraska Attorney General's Consumer Protection Division at: <a href="http://www.ago.ne.gov/consumer_protection">http://www.ago.ne.gov/consumer_protection</a>
Nevada	Nevada Commission on Postsecondary Education	<a href="http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm">http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm</a>
New Hampshire	New Hampshire Postsecondary Education Commission	<a href="http://www.education.nh.gov/highered/compliance-allegation.htm">http://www.education.nh.gov/highered/compliance-allegation.htm</a>
New Jersey	New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information	none listed
	Secretary of Higher Education	none listed
New Mexico	New Mexico Higher Education Department	<a href="http://www.hed.state.nm.us/Complaint_3.aspx">http://www.hed.state.nm.us/Complaint_3.aspx</a>
New York	Office of College and University Evaluation	none listed
	Bureau of Proprietary School Supervision, New York State Education Department	<a href="http://www.acces.nysed.gov/bpss/students/disclos.htm">http://www.acces.nysed.gov/bpss/students/disclos.htm</a>
North Carolina	The University of North Carolina Board of Governors	<a href="http://www.northcarolina.edu/aa_planning/licensure/resources.htm">http://www.northcarolina.edu/aa_planning/licensure/resources.htm</a>
	North Carolina Community College System, Office of Proprietary School Services	<a href="http://www.nccommunitycolleges.edu/PROPRIETARY_SCHOOLS/complaints.htm">http://www.nccommunitycolleges.edu/PROPRIETARY_SCHOOLS/complaints.htm</a>
North Dakota	North Dakota State Board for Career and Technical Education	Currently complaints are filed with the North Dakota Department of Career and Technical Education (CTE) and are then handed to the Attorney General. That policy is currently under review and revision. Please call CTE at 701-328-2678 for more information.

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Ohio	<b>The Ohio Board of Regents</b>	The agency does receive student complaints. Students are encouraged to try to resolve their issue through their institution's formal grievance procedures. If the student's issue is not resolved through this process, the Ohio Board of Regents may then contact the institution on the student's behalf and request that institution work with the student to resolve the issue. If the grievance involves an issue that violates the agency's standards for authorization, the agency would contact the institution to determine the severity of the issue and what agency action would be taken. Please call the Ohio Board of Regents at 614-387-1215 for more information.
	<b>Ohio State Board of Career Colleges and Schools</b>	<a href="http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx">http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx</a>
Oklahoma	<b>Oklahoma State Regents for Higher Education</b>	Current and prospective student complaints are handled through the Oklahoma State Regents for Higher Education (OSRHE) Academic Affairs Office by reviewing the circumstances of the complaint and providing the individual with contact information for the most appropriate campus office with the authority to resolve the complaint. If the individual has exhausted the process for review and appeal at the institution and believe the complaint is unresolved, OSRHE staff requests permission to contact the institution on their behalf to identify any possible resolution. OSRHE staff remains in contact with the student to determine if their issue has been resolved or adequately addressed. Please call OSRHE at 405-225-9100 for more information.
	<b>Oklahoma Department of Career and Technology Education</b>	<b>none listed</b>
	<b>The Oklahoma Board of Private Schools</b>	A form is available by request to the Oklahoma Board of Private Schools (OBPVS) staff, but is not required. Unless a safety or other issue requiring an in-person investigation is alleged, a "Student," complaint will be accepted and sent to the institution for a response that may then be forwarded to the complainant for further input. Please call OBPVS for more information at 405-528-3370. Web page is under development.
Oregon	<b>Office of Degree Authorization</b>	All complaints about schools under our regulatory jurisdiction or an exempt status approved by this office are handled by Office of Degree Authorization (ODA) staff. Complaints about exempt schools are referred to the Attorney General's office. Please call ODA for more information at 541-687-7478.
	<b>Department of Education - Private and Career Schools Office</b>	<a href="http://www.ode.state.or.us/search/page/?id=325">http://www.ode.state.or.us/search/page/?id=325</a>
Pennsylvania	<b>Department of Education</b>	<a href="http://www.portal.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474">http://www.portal.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474</a>
Puerto Rico	<b>Puerto Rico Council on Education</b>	<b>none listed</b>

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Rhode Island	Rhode Island Board of Governors for Higher Education	<a href="http://www.ribghe.org/students.htm">http://www.ribghe.org/students.htm</a>
South Carolina	South Carolina Commission on Higher Education	<a href="http://www.che.sc.gov/New_Web/GoingToCollege/Proprietary.htm">http://www.che.sc.gov/New_Web/GoingToCollege/Proprietary.htm</a>
South Dakota	Secretary of State	<a href="http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx">http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx</a>
Tennessee	Tennessee Higher Education Commission	<a href="http://tn.gov/thecc/">http://tn.gov/thecc/</a>
Texas	Texas Workforce Commission	<a href="http://www.twc.state.tx.us/svcs/propschools/problem-school.html">http://www.twc.state.tx.us/svcs/propschools/problem-school.html</a>
	Texas Higher Education Coordinating Board	To file a complaint, follow the complaint procedures in the school's catalog. If the issue is not resolved, contact either the Texas Workforce Commission's Career School or the school's accrediting agency. If the school is not accredited by a recognized accreditor but has degree granting authority, send a written complaint to the Coordinating Board at Texas Higher Education Coordinating Board, Academic Affairs and Research, P.O. Box 12788, Austin, Texas 78711.
Utah	Utah Division of Consumer Protection	<a href="http://consumerprotection.utah.gov/complaints/index.html">http://consumerprotection.utah.gov/complaints/index.html</a>
Vermont	Vermont State Board of Education	We encourage you to work directly with your institution to satisfy complaints. In most cases, that is the only appropriate avenue for you to pursue. If you believe you have exhausted avenues listed above and those listed in the attached PDF and have a valid complaint about a violation, you may send it to the Vermont Department of Education in writing at 120 State Street, Montpelier, VT 05620-2501. All complaints should be specific in describing the nature of the complaint and relevant information: the name of the parties involved, including witnesses, dates, the policy or procedure violated (if known), the course/program, the name of the institution, and complete contact information. In addition, please include any supporting material that substantiates your complaint, including correspondence with the school about the issue. For more information please see the PDF at: <a href="http://education.vermont.gov/new/pdfdoc/pgm_postsecondary/EDU-Complaint_Resolution_Statement_for_Postsecondary_Education_Matters.pdf">http://education.vermont.gov/new/pdfdoc/pgm_postsecondary/EDU-Complaint_Resolution_Statement_for_Postsecondary_Education_Matters.pdf</a>
Virginia	Private & Out-of-State Postsecondary Education, State Council of Higher Education for Virginia	<a href="http://www.schev.edu/students/studentcomplaint.asp">http://www.schev.edu/students/studentcomplaint.asp</a>
Washington	Washington Student Achievement Council	Students may submit a formal complaint to the Washington Student Achievement Council, provided it is against an institution authorized by the Washington Student Achievement Council and is within one year of the last date of attendance. For more information, please contact the Washington Student Achievement Council at 360-753-7866.
	Washington Workforce Training and Education Coordinating Board	<a href="http://www.wtb.wa.gov/PCS_Complaints.asp">http://www.wtb.wa.gov/PCS_Complaints.asp</a>

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West Virginia	<b>West Virginia Higher Education Policy Commission</b>	<a href="http://wvhepcnew.wvnet.edu/">http://wvhepcnew.wvnet.edu/</a>
	<b>West Virginia Council for Community &amp; Technical College Education</b>	none listed
Wisconsin	<b>Wisconsin Educational Approval Board</b>	<a href="http://eab.state.wi.us/resources/complaint.asp">http://eab.state.wi.us/resources/complaint.asp</a>
Wyoming	<b>Wyoming Department of Education</b>	Please contact the Wyoming Department of Education at 307-777-6210. Please note that some student complaints will be forwarded to the Wyoming Attorney General.

This list was compiled in a collaborative effort across three organizations: SHEEO, the State Higher Education Executive Officers; NCHEMS, the National Center for Higher Education Management Systems, and WCET, the WICHE Cooperative for Educational Technology.