

Student Complaint Information by State and Agency

- August 2017

Please note: Whenever possible this report used language provided by the state agency through the SHEEO Survey. In some cases, email correspondence and web site reviews were also incorporated.

| <i>State</i> | <i>Agency Name</i> | <i>Link to and/or Information about Complaint Process</i> |
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| Alabama | Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning | 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 http://www.ache.state.al.us/ |
| | Alabama Department of Postsecondary Education - Office of Private School Licensing Division | https://www.accs.cc/index.cfm/school-licensure/complaints/ |
| Alaska | Alaska Commission on Postsecondary Education | http://acpe.alaska.gov/ABOUT_US/Consumer_Protection |
| Arizona | Arizona State Board for Private Postsecondary Education | https://ppse.az.gov/complaint |
| Arkansas | Arkansas Department of Higher Education | http://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/ |
| | Arkansas State Board of Private Career Education | http://www.sbpce.arkansas.gov/complaint-process |
| California | Bureau for Private Postsecondary Education | http://www.bppe.ca.gov/enforcement/complaint.shtml *note currently only for institutions regulated by BPPE. |
| Colorado | Colorado Department of Higher Education | http://highered.colorado.gov/Academics/Complaints/default.html |
| | Division of Private Occupational Schools | http://highered.colorado.gov/DPOS/Students/complaint.html |
| Connecticut | The Office of Financial and Academic Affairs for Higher Education | http://www.ctohe.org/StudentComplaints.shtml |
| Delaware | Delaware Department of Education *note that there is no current URL link | The Delaware Department of Education will investigate complaints. Such complaints must be in writing and verified by the signature of the person making the complaint. Oral, anonymous or unsigned complaints will not be investigated. Until the web site is functional, please write or call for more information. The Delaware Department of Education; Teacher and Administrator Quality; John W. Collette Resource Center; 35 Commerce Way; Dover, DE 19904. The Delaware Department of Education phone number is 302-857-3388. |

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| District of Columbia | Education Licensure Commission | http://osse.dc.gov/service/public-complaints |
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| Florida | Commission for Independent Education-Department of Education | http://www.fldoe.org/policy/cie/file-a-complaint.shtml |
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| Georgia | Nonpublic Postsecondary Education Commission | https://gnpec.org/gnpec-authorized-school-complainant-form/ |
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| Hawaii | Hawaii Post-Secondary Education Authorization Program | http://cca.hawaii.gov/hpeap/student-complaint-process/ |
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| Idaho | Idaho State Board of Education | https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/ |
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| Illinois | Illinois Board of Higher Education | http://complaints.ibhe.org/ |
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| Indiana | Indiana Department of Workforce Development | http://www.in.gov/dwd/2731.htm |
| | Indiana Commission on Proprietary Education | http://www.in.gov/che/2744.htm |
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| Iowa | Iowa College Student Aid Commission | https://www.iowacollegeaid.gov/content/constituent-request-review |
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| Kansas | Kansas Board of Regents | http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process |
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| Kentucky | Kentucky Council on Postsecondary Education | http://cpe.ky.gov/campuses/consumer_complaint.html |
| | Kentucky Commission on Proprietary Education | http://www.kcpe.ky.gov/ |
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| Louisiana | Louisiana Board of Regents | http://www.regents.la.gov/subhome/students |
| | | http://www.regents.la.gov/page/proprietary-schools |

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| Maine | Maine Department of Education, Office of Higher Education Services | http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml 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. For more information, please contact Mr. Ángel Loredo, the Higher Education Specialist - Angel.Loredo@maine.gov . |
| Maryland | Maryland Higher Education Commission | http://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx |
| Massachusetts | Massachusetts Division of Professional Licensure Office of Private Occupational School Education | http://www.mass.gov/ocabr/government/oca-agencies/dpl-lp/schools/students/information-for-students.html |
| | Massachusetts Department of Higher Education | http://www.mass.edu/forstufam/complaints/complaints.asp |
| Michigan | Michigan Department of Licensing and Regulatory Affairs | http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396---,00.html |
| Minnesota | Minnesota Office of Higher Education | http://www.ohe.state.mn.us/mPg.cfm?pageID=1078 |
| Mississippi | Mississippi Commission on College Accreditation | http://www.mississippi.edu/mcca/ |
| | Commission on Proprietary School and College Registration | http://www.sbcjc.cc.ms.us/program/psDefault.aspx |
| Missouri | Missouri Department of Higher Education | https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf |
| Montana | Montana University System, Montana Board of Regents | http://www.mus.edu/MUS-statement-of-complaint-process.asp |
| Nebraska | Nebraska Department of Education, Private Postsecondary Career Schools | http://www.education.ne.gov/PPCS/PPCS%20Forms.html |
| | Nebraska Coordinating Commission for Postsecondary Education | https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions |
| Nevada | Nevada Commission on Postsecondary Education | http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm |

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| New Hampshire | Department of Education, Division of Higher Education, Higher Education Commission | http://www.education.nh.gov/highered/compliance-allegation.htm |
| New Jersey | New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information | http://lwd.state.nj.us/labor/lwdhome/coei/teu.html |
| | Office of the Secretary of Higher Education | http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml |
| New Mexico | New Mexico Higher Education Department | http://www.hed.state.nm.us/institutions/complaints.aspx |
| New York | Office of College and University Evaluation | http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html |
| | Bureau of Proprietary School Supervision, New York State Education Department | http://www.acces.nysed.gov/bpss/student-rights |
| North Carolina | The University of North Carolina Board of Governors | http://www.northcarolina.edu/?q=complaints |
| | The North Carolina Community College System (Office of Proprietary School Services) | http://www.ncccommunitycolleges.edu/proprietary-schools |
| North Dakota | North Dakota State Board for Career and Technical Education | http://www.nd.gov/cte/private-post-inst/ |
| | North Dakota University System | http://www.ndus.edu/system/state-authorization/ |
| Ohio | The Ohio Board of Regents | https://www.ohiohighered.org/students/complaints |
| | Ohio State Board of Career Colleges and Schools | http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx |
| Oklahoma | Oklahoma State Regents for Higher Education | http://www.okhighered.org/current-college-students/complaints.shtml |
| | Oklahoma Board of Career and Technology Education | http://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/comments-or-complaints-policy |
| | The Oklahoma Board of Private Schools | A Form is available by request to the 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. Nora Ann House, Director, 3700 N. Classen Blvd., Ste. 250, Oklahoma City, OK 73118, phone 405/528-3370, FAX 405/528-3366, nhouse@obpvs.ok.gov |

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| Oregon | Office of Degree Authorization | http://www.oregonstudentaid.gov/oda.aspx |
| | Department of Education Private and Career Schools Office | http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary.aspx |
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| Pennsylvania | Department of Education | http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#tab-1 |
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| Puerto Rico | Puerto Rico Council on Education | NONE LISTED - in English |
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| Rhode Island | Rhode Island Board of Governors for Higher Education | http://www.ribghe.org/students.htm |
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| South Carolina | South Carolina Commission on Higher Education | http://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.aspx |
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| South Dakota | Secretary of State (South Dakota Attorney General) | http://consumer.sd.gov/complaintform.aspx |
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| Tennessee | Tennessee Higher Education Commission | http://tn.gov/thec/article/postsecondary-links |
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| Texas | Texas Workforce Commission | http://www.twc.state.tx.us/svcs/propschools/problem-school.html |
| | Texas Higher Education Coordinating Board | http://www.thecb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9 |
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| Utah | Utah Division of Consumer Protection | http://consumerprotection.utah.gov/complaints/index.html |
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| Vermont | Vermont State Board of Education | http://education.vermont.gov/documents/postsecondary-program-complaint-resolution |
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| Virginia | Private & Out-of-State Postsecondary Education, State Council of Higher Education for Virginia | http://schev.edu/index/students-and-parents/resources/student-complaints |
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| Washington | Washington Student Achievement Council | http://www.wsac.wa.gov/student-complaints |
| | Washington Workforce Training and Education Coordinating Board | http://www.wtb.wa.gov/PCS_Complaints.asp |

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| West Virginia | West Virginia Higher Education Policy Commission | http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf |
| | West Virginia Council for Community & Technical College Education | http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf |
| Wisconsin | Wisconsin Educational Approval Board | http://eab.state.wi.us/resources/complaint.asp |
| Wyoming | Wyoming Department of Education | http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/ |

*Based upon the SHEEO (State Higher Education Executive Officers) “Compendium of (State Authorization) Laws and Regulatory Practices,” this summary was created with support from WCET’s (WICHE Cooperative for Educational Technologies) State Authorization Network. SHEEO and WCET collaborated in directing the work of NCHEMS (National Center for Higher Education Management Systems) in gathering, updating, and compiling the information.