

Contact Information for Student Complaint Processes*

ALABAMA

Alabama Community College System Private School Licensing Division

P.O. Box 302130,

Montgomery, AL 36130-2130

Phone: 334.293.4500

<https://www.accs.edu/about-accs/private-school-licensure/complaints/>

ALASKA

Alaska Commission on Postsecondary Education

P.O. Box 110505, Juneau, AK 99811 EED.ACPE-IA@alaska.gov

<https://acpeseecure.alaska.gov/>

Alaska Office of Attorney General Consumer Protection Unit

1031 W. Fourth Avenue, Suite 200

Anchorage, AK 99501

Phone: 907-269-5100

Email: attorney.general@alaska.gov

<http://www.law.alaska.gov/departments/civil/consumer/cpindex.html>

ARIZONA

Arizona State Board for Private Postsecondary Education

1740 W. Adams Street, #3008,

Phoenix, AZ 85007

Phone: 602-542-5709

<https://ppse.az.gov/> <https://ppse.az.gov/resources/student-complaint>

ARKANSAS

Arkansas Division of Higher Education

Division of Academic Affairs

101 E. Capitol Ave., Suite 300,

Little Rock, AR 72201

Phone: 501-371-2000

Email: ADHE_Info@adhe.edu

<https://adhe.edu/students-parents/student-grievance-form>

Arkansas State Board of Private Career Education

423 Main Street,

Little Rock,

AR 72201

Phone: 501-371-2000

dhe.private.careered@adhe.edu

<https://www.adhe.edu/private-career-education/students/>

Contact Information for Student Complaint Processes*

CALIFORNIA

California Bureau of Private Postsecondary Education
1747 North Market Blvd., Suite 225
Sacramento, CA 95834
Phone: (916) 574-8900 or (888) 370-7589 (press 3 when prompted)
FAX: (916) 263-1897
Email: bppe.enforcement@dca.ca.gov
<http://www.bppe.ca.gov>

COLORADO

Colorado Department of Higher Education & Private Occupational Schools
1600 Broadway, Suite 2200, Denver, CO 80202
Phone: 303-862-3001
Fax: 303-996-1329
<https://higher.ed.colorado.gov/students/how-do-i/file-a-student-complaint>
Email: questions@dhe.state.co.us

CONNECTICUT

Office of Higher Education
450 Columbus Boulevard, Suite 707, Hartford, CT 06103-1841 Phone: 860-947-1800
Email: oh.e.osa@ct.gov
<https://www.oh.e.ct.gov/StudentComplaints.shtml>

Department of Consumer Protection
450 Columbus Boulevard, Suite 901
Hartford, Connecticut 06103-1840
Phone: 860-713-6100
Consumer Complaint Hotline: 800-842-2649
Email: dcp.complaints@ct.gov
<https://portal.ct.gov/DCP/Complaint-Center/Complaint-Forms-and-Procedures>

DELAWARE

Delaware Higher Education Office
Townsend Building
401 Federal Street, Dover, DE 19901
Phone: 302-735-4120 Toll Free: 800-292-7935 dheo@doe.k12.de.us
<https://education.delaware.gov/>
<https://education.delaware.gov/wp-content/uploads/2023/10/PBTS-Complaint-Form.pdf>

Contact Information for Student Complaint Processes*

Delaware Department of Justice Consumer Protection Unit

Carvel State Office Bldg.

820 N. French Street, 5th Floor, Wilmington, DE 19801

Phone: 302-577-8600 or (800) 220-5424

Email: consumer.protection@delaware.gov

<http://attorneygeneral.delaware.gov/fraud/cpu/complaint/>

DISTRICT OF COLUMBIA

Office of the State Superintendent of Education

Higher Education Licensure Commission

1050 First St. NE, Fifth Floor

Washington, DC 20002

Phone: (202) 727-6436

Email: osse@dc.gov

<http://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints>

Government of the District of Columbia Office of the Attorney General

400 6th Street NW, Washington, DC 20001

Phone: (202) 727-3400

Fax: (202) 347-8922

OAG Consumer Protection Hotline: (202) 442-9828

consumer.protection@dc.gov [http://oag.dc.gov/service/submit-](http://oag.dc.gov/service/submit-consumer-complaint)

[consumer-complaint](http://oag.dc.gov/service/submit-consumer-complaint)

FLORIDA

Florida Department of Education

Commission for Independent Education

325 W. Gaines Street, Suite 1414

Tallahassee, FL 32399-0400

Email: cieinfo@fldoe.org ; Commissioner@fldoe.org

Fax: 850-245-3238

<https://www.fldoe.org/policy/cie/student-concerns.stml>

GEORGIA

State of Georgia Nonpublic Postsecondary Education Commission

2082 East Exchange Place,

Tucker, GA 30084-5305

Phone: 770-414-3300

<https://gnpec.georgia.gov/student-resources/complaints-against-institution>

Contact Information for Student Complaint Processes*

HAWAII

State of Hawaii Office of Consumer Protection Department of Commerce and Consumer Affairs

Leiopapa A Kamehameha Building

235 South Beretania Street, Suite 801

Honolulu, Hawaii 96813 Phone: 586-2630

Fax: 586-2640

Email: ocp@dcca.hawaii.gov

<https://web2.dcca.hawaii.gov/ocpcomplaint/>

Hawaii Post-Secondary Education Authorization Program

Phone: 808-586-7327

<http://cca.hawaii.gov/hpeap/student-complaint-process/>

IDAHO

Idaho State Board of Education 650 West State

Street, 3rd Floor

Boise, ID 83720

Phone: 208-334-2270

Fax: 208-334-2632

Email: board@osbe.idaho.gov <http://boardofed.idaho.gov>

<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 Email:

info@ibhe.org

Institutional Complaint Hotline: 217-557-7359

Link to the Online Complaint System: <http://complaints.ibhe.org/>

Illinois State Board of Education

100 N. 1st Street

Springfield, Illinois 62777

<https://www.isbe.net/>

Illinois Attorney General

Consumer Fraud Bureau

500 South Second Street

Springfield, IL 62701

Phone: 217-782-1090

Toll Free: 800-243-0618 (Toll free in IL)

Contact Information for Student Complaint Processes*

<https://www.illinoisattorneygeneral.gov/consumer-protection/>

<https://www.illinoisattorneygeneral.gov/File-A-Complaint/> Consumer

Fraud Hotlines:

Chicago: 800-386-5438

Springfield: 800-243-0618

Carbondale: 800-243-0607

INDIANA

Indiana Commission for Higher Education Attn:

Complaints

101 West Ohio Street, Suite 330

Indianapolis, IN 46204-1984

<http://www.in.gov/che/2744.htm>

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email: complaints@che.in.gov

IOWA

Iowa Department of Education

Students may contact the department with questions or complaints at the following address:

Iowa Department of Education - Bureau of Iowa College Aid, 400 E. 14th St., Des Moines, Iowa 50319,

<https://educate.iowa.gov/higher-ed/authorization>

Student Complaint form: <https://educate.iowa.gov/higher-ed/student-complaints>

KANSAS

Kansas Board of Regents

1000 SW Jackson Street, Suite 520

Topeka, KS 66612-1368

Phone: 785-430-4240

http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process **KENTUCKY**

Kentucky Council on Postsecondary Education

100 Airport Road, Second Floor

Frankfort, KY 40601

Phone: 502-573-1535

Email: cpeconsumercomplaint@ky.gov http://cpe.ky.gov/campuses/consumer_complaint.html

Kentucky Commission on Proprietary Education

300 Sower Boulevard

Frankfort, KY 40601 Phone: 502-564-4185

<https://kcpe.ky.gov/Documents/FormtoFileaComplaint.pdf>

LOUISIANA

Louisiana Board of Regents

1201 North 3rd St, Suite 6-200

Baton Rouge, LA 70802 Phone:

225-342-4253

Contact Information for Student Complaint Processes*

<https://www.laregents.edu/resources-3/>

MAINE

Maine Department of Education

23 State House Station

Augusta, ME 04333-0023

Phone: 207-624-6600 Fax: 207-624-6700

<http://www.maine.gov/doe/index.htm>

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Office of the Maine Attorney General

Attorney General's Consumer Information and Mediation Service 6 State House Station

Augusta, ME 04333 Phone: 207-626-8800

http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml

MARYLAND

Maryland Office of the Attorney General Consumer Protection Division

200 St. Paul Place, Baltimore, MD 21202

Phone: 410-528-8662 Toll Free: 888-743-0023

<https://www.marylandattorneygeneral.gov/Pages/CPD/complaint.aspx>

MASSACHUSETTS

Massachusetts Department of Higher Education

One Ashburton Place, Room 1401

Boston, MA 02108

Phone: 617-944-6950

<http://www.mass.edu/forstufam/complaints/complaints.asp>

MICHIGAN

State of Michigan

Department of Labor and Economic Opportunity

Employment & Training, Post-Secondary Schools

P.O. Box 30726

Lansing, MI 48907 Phone:

517-335-4000

<http://www.michigan.gov/ps>

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MINNESOTA

Minnesota Office of Higher Education

450 Energy Park Drive, Suite 350, St. Paul, MN 55108

Phone: 651-642-0567

Toll Free: 800-657-3866

Email: info.ohe@state.mn.us <http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

Contact Information for Student Complaint Processes*

MISSISSIPPI

Mississippi Commission on College Accreditation

3825 Ridgewood Road, Jackson, MS 39211 Phone: 601-432-6198 www.mississippi.edu/mcca/
http://www.mississippi.edu/mcca/student_complaint_process.asp

Office of the Attorney General State of Mississippi

550 High Street, Jackson MS 39201

Phone: 601-359-3680

Email: <https://www.ago.state.ms.us/contact/> <https://www.ago.state.ms.us/divisions/consumer-protection/consumer-complaint-form/>

MISSOURI

Missouri Department of Higher Education

301 W. High Street

P.O. Box 1469

Jefferson City, MO 65102-1469

P: 573-751-2361 Fax: (573) 751-6635 Email:

info@dhewd.mo.gov

<https://dhewd.mo.gov/contactus.php>

MONTANA

Montana University System

Office of the Commissioner of Higher Education

560 N. Park Ave., P.O. Box 203201, Helena, MT 59620-3201

Phone: 406-449-9124

<https://www.mus.edu/MUS-Statement-of-Complaint-Process.html>

Montana Department of Justice Office of Consumer Protection

P.O. Box 200151, Helena, MT 59620-0151

Phone: 406-444-4500

Toll Free: 800-481-6896

<https://dojmt.gov/consumer/consumer-complaints/>

NEBRASKA

Nebraska's Coordinating Commission for Postsecondary Education

P.O. Box 95005, Lincoln, NE 68509-5005 Phone: 402-471-4825

<https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions>

Office of the Attorney General

2115 State Capitol, Lincoln, NE 68509

Toll Free: 800-727-6432 Toll Free En Espanol: 888-850-7555

Email: ago.consumer@nebraska.gov

<https://protectthegoodlife.nebraska.gov/>

Contact Information for Student Complaint Processes*

Nebraska Department of Education

Street Address (FedEx, UPS, and in-person contact):

500 S. 84th St., 2nd Floor Lincoln,
NE 68510-2611

Correspondence (USPS):

P.O. Box 94987

Lincoln, NE 68509-4987

Phone: 402-471-2295

Email: Nde.investigations@nebraska.gov

<https://www.education.ne.gov/>

NEVADA

Nevada Commission on Postsecondary Education

2800 E. St. Louis, Las Vegas, Nevada 89104

Phone: 702-486-7330

http://cpe.nv.gov/Students/Students_Home/

NEW HAMPSHIRE

New Hampshire Department of Education

101 Pleasant Street, Concord, NH 03301-3852

Phone: 603-271-3494

<https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx>

NEW JERSEY

New Jersey Commission on Higher Education Office of the Secretary of Higher Education 1

John Fitch Plaza, 10th Floor, PO Box 542

Trenton, NJ 08625-0542

Phone: 609-292-4310

<http://www.state.nj.us/highereducation/>

<http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>

New Jersey Division of Consumer Affairs

P.O. Box 45025, Newark, New Jersey 07101 Phone:

973-504-6200

<https://njconsumeraffairs.state.nj.us/file-a-complaint/>

NEW MEXICO

New Mexico Higher Education Department Private Postsecondary Schools Division

2044 Galisteo St., Suite 4, Santa Fe, NM 87505-2100

Phone: 505-476-8411

Email: HigherEd.Info@state.nm.us

Contact Information for Student Complaint Processes*

<https://hed.state.nm.us/students-parents/student-complaints>

NEW YORK

New York State Education Department Office
of the Professions

89 Washington Avenue

Albany, NY 12234

Phone: 518-486-3633

E-mail: hedepcom@nysed.gov <http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

New York State Education Department Bureau of Proprietary School Supervision

116 West 32nd Street, 5th Floor

New York, New York 10001

Phone: 212-643-4760 <http://www.acces.nysed.gov/bpss/student-rights>

New York State Department of State Division of Consumer Protection Consumer Assistance Unit 99

Washington Avenue, Albany, New York 12231-0001

Phone: 518-474-8583

Toll Free: 800-697-1220

<https://dos.ny.gov/file-consumer-complaint>

NORTH CAROLINA

North Carolina Post-Secondary Education Complaints

910 Raleigh Road

Chapel Hill, NC 27514

Phone: (919) 962-4558

studentcomplaint@northcarolina.edu

If students are unable to resolve a complaint through the institution's grievance procedures, they can review the [Student Complaint Policy \(PDF\)](#) and submit their complaint using the online complaint form at <https://studentcomplaints.northcarolina.edu/form>.

North Carolina Department of Justice Consumer Protection Division

Phone: 919-716-6000

Toll Free: 877-566-7886 <https://ncdoj.gov/file-a-complaint/>

NORTH DAKOTA

North Dakota Department of Career and Technical Education

600 E. Boulevard Ave., Dept. 270,

Bismarck, ND 58505-0610

Phone: 701.328.3180

E-mail: cte@nd.gov

https://www.cte.nd.gov/sites/www/files/documents/PrivatePS/NDSBCTE_Student_Complaint_Procedure.pdf

Contact Information for Student Complaint Processes*

OHIO

Ohio State Board of Career Colleges and Schools

30 East Broad Street, Suite 2481 Columbus,

OH 43215

Phone: 614-466-2752

Fax: 614-466-2219

Toll Free: 877-275-4219

E-mail: bpsr@scr.state.oh.us Website:

<http://scr.ohio.gov/>

<https://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

Ohio Department of Higher Education

25 South Front Street Columbus, OH 43215 Tel:

(614) 466-6000

<https://www.ohiohighered.org/students/complaints>

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Ohio Attorney General

Consumer Protection Section

30 E. Broad St., 14th Floor Columbus,

OH 43215 800-282-0515

<http://www.ohioattorneygeneral.gov>

[/](#)

OKLAHOMA

Oklahoma State Regents for Higher Education

655 Research Parkway, Suite 200,

Oklahoma City, OK 73104

Phone: 405.225.9100

<http://www.okhighered.org/current-college-students/complaints.shtml>

Oklahoma Board of Private Vocational Schools

3700 N. Classen Boulevard, Suite 250, Oklahoma City, OK 73118

Phone: 405-528-3370

<http://obpvs.ok.gov/students>

OREGON

Higher Education Coordinating Commission

3225 25th Street SE

Salem, OR 97302

Email: complaints@hecc.oregon.gov

<https://www.oregon.gov/highered/about/Pages/complaints.aspx>

Contact Information for Student Complaint Processes*

Oregon Department of Justice Consumer Protection

Toll-Free: 1-877-877-9392

Email: help@oregonconsumer.gov

<https://justice.oregon.gov/consumercomplaints/OnlineComplaints/OnlineComplaintForm/en>

PENNSYLVANIA

Pennsylvania Department of Education – Postsecondary and Adult Education

333 Market Street, 12th floor, Harrisburg, PA 17126

Phone: 717-783-8228

Email: RA-HigherEducation@pa.gov

<https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx>

Pennsylvania Office of Attorney General

16th Floor, Strawberry Square

Harrisburg, PA 17120 Phone: 717-787-3391

TollFree: 800-441-2555

<https://www.attorneygeneral.gov/Quick Links/Pennsylvania Attorney General Complaint Forms/>

PUERTO RICO

Puerto Rico Council on Education

P.O. Box 199000

San Juan, PR 00910-1900

Phone: 787-722-2121 <http://www.agencias.pr.gov/agencias/cepr/inicio/Pages/default.aspx>

http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf

Puerto Rico Department of Justice Apartado

9020192 San Juan, PR 00902-0192

Phone: 787-721-2900 <http://www.justicia.pr.gov/>

RHODE ISLAND

Rhode Island Office of the Postsecondary Commissioner

560 Jefferson Boulevard, Suite 200

Warwick, RI 02886 Phone: 401-736-1100

<https://riopc.edu/services/help-for-students/>

Rhode Island Department of Attorney General Consumer Protection Unit 150

South Main Street

Providence, RI 02903

Phone: 401-274-4400 Email: consumers@riag.ri.gov

<http://www.riag.ri.gov/ConsumerProtection/About.php>

Contact Information for Student Complaint Processes*

SOUTH CAROLINA

South Carolina Commission on Higher Education
1122 Lady Street, Suite 400, Columbia, SC 29201
Phone: 803-737-2260

<https://www.che.sc.gov/>

<https://che.sc.gov/students-families-and-military/student-resources#StudentComplaintProceduresandForm>

SOUTH DAKOTA

South Dakota Boards of Regents
306 E. Capitol Ave., Suite 200, Pierre, SD 57501
Phone: 605-773-3455
Email: info@sdbor.edu

<https://www.sdbor.edu/Pages/default.aspx>

<https://tdx.sdbor.edu/TDClient/33/Portal/Requests/ServiceDet?ID=104>

South Dakota Office of Attorney General Division of Consumer Protection
1302 E Hwy 14, Suite 3 Pierre,
SD 57501
Phone: 605-773-4400
Toll Free: 800-300-1986 (In State) <http://consumer.sd.gov/complaintform.aspx>

TENNESSEE

Tennessee Higher Education Commission
312 Rosa Parks Ave., 9th Floor, Nashville, TN 37243
Phone: 615-741-3605
<https://www.tn.gov/thec/>
<https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html>

TEXAS

Texas Workforce Commission Career Schools and Colleges
101 East 15th Street, Room 226-T
Austin, Texas 78778-0001 Toll
Free: 800-628-5115
Email: career.schools@twc.state.tx.us
<https://www.twc.texas.gov/programs/career-schools-colleges/students>

Texas Higher Education Coordinating Board Office
of General Counsel
P.O. Box 12788,
Austin, TX 78711-2788
Email: StudentComplaints@highered.texas.gov
<https://www.highered.texas.gov/links/student-complaints/>

Contact Information for Student Complaint Processes*

Office of Attorney General
Consumer Protection Division
P.O. Box 12548 Austin,
TX 78711-2548
<https://www.texasattorneygeneral.gov/cpd/file-a-consumer-complaint>

UTAH

Utah Department of Commerce Division of Consumer Protection
160 East 300 South, Salt Lake City, Utah 84111
Phone: 801-530-6601
Toll Free: 800-721-7233
Email: consumerprotection@utah.gov
<https://db.dcp.utah.gov/complaints.html>

VERMONT

Vermont Agency of Education
1 National Life Drive, Davis 5, Montpelier, VT 05620-2501
Phone: 802-828-1130
Email: aoe.edinfo@vermont.gov <https://education.vermont.gov/documents/postsecondary-program-complaint-resolution>

Vermont Attorney General's Office
109 State Street, Montpelier, VT 05609
Phone: 802-828-3171
Toll Fee: 800-649-2424
Email: AGO.CAP@vermont.gov <https://ago.vermont.gov/cap/get-help-consumer-complaint>

VIRGINIA

State Council of Higher Education for Virginia 101
N. 14th St.
10th Floor, James Monroe Building Richmond,
VA 23219
Phone: 804-225-2600
Email: communications@schev.edu <https://www.schev.edu/students/resources/student-complaints>

WASHINGTON

Washington Student Achievement Council
917 Lakeridge Way SW, Olympia, WA 98502
Phone: 360-753-7800 Email: info@wsac.wa.gov
<https://wsac.wa.gov/protecting-education-consumers>

Washington Workforce Training and Education Coordinating Board
128 10th Avenue SW, 6th Floor
Olympia, WA 98501

Contact Information for Student Complaint Processes*

Phone: 360-709-4600 Email:

workforce@wtb.wa.gov

<https://www.wtb.wa.gov/private-career-schools/school-complaints/>

Washington State

Office of the Attorney General

1125 Washington Street SE

P.O. Box 40100

Olympia, WA 98504

Phone: 360-753-6200

<https://fortress.wa.gov/atg/formhandler/ago/ContactForm.aspx?subject=Consumer%20Protection> (contact form)

<https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx> (general consumer complaint form)

WEST VIRGINIA

West Virginia Higher Education Policy Commission

1018 Kanawha Blvd. East, Suite 700

Charleston, WV 25301

Phone: 304-558-2101

<https://www.wvhepc.edu/wp-content/uploads/2019/07/Student-Complaint-Process.pdf>

West Virginia Office of the Attorney General Consumer
Protection Division

P.O. Box 1789

Charleston, WV 25326-1789

Phone: 304-558-8986

Consumer Protection Hotline: 800-368-8808

Email: consumer@wvago.gov

<https://appengine.egov.com/apps/wv/ago/consumercomplaint>

WISCONSIN

Wisconsin Department of Safety and Professional Services

Division of Legal Services and Compliance

P.O. Box 7190

Madison, WI 53707-7190

Fax: (608) 266-2264

Email: dsps@wisconsin.gov

<https://dsps.wi.gov/Pages/SelfService/FileAComplaint.aspx>
[X](#)

WYOMING

Wyoming Department of Education

122 W. 25th St., Suite E200

Cheyenne, WY 82002

Contact Information for Student Complaint Processes*

Phone: 307-777-7675

<https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/>

Office of the Attorney General Consumer Protection Unit

Kendrick Building

2320 Capitol Avenue Cheyenne, WY 82002

<https://ag.wyo.gov/law-office-division/consumer-protection-and-antitrust-unit/consumer-complaints>

*This list includes contact information for all 50 states, the District of Columbia, and Puerto Rico and should not be construed as informative of what agencies regulate the institution or in what states the institution is licensed or required to be licensed. States, through the relevant agencies or Attorney Generals Offices will accept complaints regardless of whether the institution is required to be licensed in that state.