

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://acpsecure.alaska.gov/>

Alaska Office of Attorney General Consumer Protection Unit
1031 W. Fourth Avenue, Suite 200
Anchorage, AK 99501
Phone: Anchorage: 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
www.azppse.gov
<https://ppse.az.gov/complaint>

ARKANSAS

Arkansas Division of Higher Education
Division of Academic Affairs
423 Main Street, Suite 400,
Little Rock, AR 72201
Phone: 501-371-2000
ADHE_Info@adhe.edu
<https://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/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/>

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
bppe.enforcement@dca.ca.gov
<http://www.bppe.ca.gov>

Contact Information for Student Complaint Processes*

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://highered.colorado.gov/students/how-do-i/file-a-student-complaint>

CONNECTICUT

Office of Higher Education
450 Columbus Boulevard, Suite 707, Hartford, CT 06103-1841
Phone: 860-947-1800
<https://www.ohe.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, Suite 2
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>

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>

Contact Information for Student Complaint Processes*

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-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.shtml>

GEORGIA

State of Georgia Nonpublic Postsecondary Education Commission
2082 East Exchange Place, Suite 220
Tucker, GA 30084-5305
Phone: 770-414-3300
<https://gnpec.georgia.gov/student-resources/complaints-against-institution>

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/>

Contact Information for Student Complaint Processes*

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
<http://complaints.ibhe.org/>
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)
<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>
email: complaints@che.in.gov

IOWA

Iowa College Student Aid Commission
475 SW 5th St., Suite D, Des Moines IA 50309
Phone: 877- 272-4456
<https://www.iowacollegeaid.gov/StudentComplaintForm>

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

Contact Information for Student Complaint Processes*

KENTUCKY

Kentucky Council on Postsecondary Education

100 Airport Road, Third Floor

Frankfort, KY 40601

Phone: 502-573-1555

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

<https://www.laregents.edu/student-complaint-process/>

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.html>

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>

Contact Information for Student Complaint Processes*

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/pss>

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>

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/>

Contact Information for Student Complaint Processes*

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/>

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/>

Contact Information for Student Complaint Processes*

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
<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>

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>

Oregon Department of Justice Consumer Protection

Toll-Free: 1-877-877-9392

Email: help@oregonconsumer.gov

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

Contact Information for Student Complaint Processes*

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

Toll Free: 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>

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>

Contact Information for Student Complaint Processes*

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/>

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>

Contact Information for Student Complaint Processes*

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 Free: 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

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)

Contact Information for Student Complaint Processes*

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>

WYOMING

Wyoming Department of Education

122 W. 25th St., Suite E200

Cheyenne, WY 82002

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.