

# Student Complaint Information by State and Agency

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State	Agency Name	Link to and/or Information about Complaint Process (for in-state complaints and activities outside of SARA)
Alabama	Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning	For Alabama's public institutions, contacts are posted to the ACHE website at: <a href="https://ache.edu/">https://ache.edu/</a> .  Student complaint process found here: <a href="https://www.ache.edu/wp-content/State%20Auth/federal-reg.pdf">https://www.ache.edu/wp-content/State%20Auth/federal-reg.pdf</a>
	ACCS Private School Licensing Division	<a href="https://www.accs.edu/about-accs/private-school-licensure/complaints/">https://www.accs.edu/about-accs/private-school-licensure/complaints/</a>  Note: Complaints for out-of-state institutions are referred to the ACCS Private School Licensure.
Alaska	Alaska Commission on Postsecondary Education	<a href="https://acpe.alaska.gov/ConsumerProtection">https://acpe.alaska.gov/ConsumerProtection</a>
American Samoa		Not found
Arizona	Arizona State Board for Private Postsecondary Education	<a href="https://ppse.az.gov/student-complaint-procedure">https://ppse.az.gov/student-complaint-procedure</a>
Arkansas	Arkansas Department of Higher Education	Student Grievance form: <a href="https://adhe.edu/students-parents/student-grievance-form">https://adhe.edu/students-parents/student-grievance-form</a>
California	Bureau for Private Postsecondary Education	For institutions regulated by BPPE: <a href="http://www.bppe.ca.gov/enforcement/complaint.shtml">http://www.bppe.ca.gov/enforcement/complaint.shtml</a>
		For out of state institutions not subject to BPPE: <a href="https://www.dca.ca.gov/consumers/complaints/oos_students.shtml">https://www.dca.ca.gov/consumers/complaints/oos_students.shtml</a>
Colorado	Colorado Department of Higher Education	<a href="https://highered.colorado.gov/filing-student-complaint">https://highered.colorado.gov/filing-student-complaint</a>
	AND  Private Occupational Schools	
Connecticut	The Office of Financial and Academic Affairs for Higher Education	<a href="http://www.ctohe.org/StudentComplaints.shtml">http://www.ctohe.org/StudentComplaints.shtml</a>

Delaware	Delaware Department of Education	Student Complaint Policy offered is only for purposes of SARA. No other student complaint policy found on the website.
District of Columbia	Education Licensure Commission	A public complaint webpage was found here: <a href="https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints">https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints</a>
Federated States of Micronesia		Not found
Florida	Commission for Independent Education- Department of Education	<a href="https://www.fldoe.org/schools/higher-ed/fl-college-system/about-us/complaints.stml">https://www.fldoe.org/schools/higher-ed/fl-college-system/about-us/complaints.stml</a>
Georgia	Nonpublic Postsecondary Education Commission	<a href="https://gnpec.georgia.gov/student-complaints">https://gnpec.georgia.gov/student-complaints</a>
Guam		Not found
Hawaii	Hawaii Post- Secondary Education Authorization Program	<a href="http://cca.hawaii.gov/hpeap/student-complaint-process/">http://cca.hawaii.gov/hpeap/student-complaint-process/</a>
Idaho	Idaho State Board of Education	<a href="https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/">https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/</a>
Illinois	Illinois Board of Higher Education	<a href="http://complaints.ibhe.org/">http://complaints.ibhe.org/</a>
Indiana	Indiana Department of Workforce Development	<a href="https://www.in.gov/dwd/octs.htm">https://www.in.gov/dwd/octs.htm</a>
	Indiana Commission of Higher Education	<a href="https://www.in.gov/che/2744.htm">https://www.in.gov/che/2744.htm</a>
Iowa	Iowa College Student Aid Commission	<a href="https://www.iowacollegeaid.gov/StudentComplaintForm">https://www.iowacollegeaid.gov/StudentComplaintForm</a>
Kansas	Kansas Board of Regents	<a href="https://www.kansasregents.org/academic-affairs/private-out-of-state/complaint-process">https://www.kansasregents.org/academic-affairs/private-out-of-state/complaint-process</a>
Kentucky	Kentucky Council on Postsecondary Education	<a href="http://cpe.ky.gov/campuses/consumer-complaint.html">http://cpe.ky.gov/campuses/consumer-complaint.html</a>
	Kentucky Commission on Proprietary Education	<a href="http://www.kcpe.ky.gov/forms/FormtoFileaComplaint.pdf">http://www.kcpe.ky.gov/forms/FormtoFileaComplaint.pdf</a>
Louisiana	Louisiana Board of Regents	<a href="https://www.laregents.edu/student-complaint-process/">https://www.laregents.edu/student-complaint-process/</a>
	Proprietary Schools	<a href="https://www.regents.la.gov/assets/docs/2014/07/StudentComplaintProcedure.pdf">https://www.regents.la.gov/assets/docs/2014/07/StudentComplaintProcedure.pdf</a>

Maine	Maine Department of Education, Office of Higher Education Services	Only SARA complaint process could be found on higher education agency website
Maryland	Maryland Higher Education Commission	<a href="https://mhec.maryland.gov/institutions_training/Pages/ca-reer/pcs/complaint.aspx">https://mhec.maryland.gov/institutions_training/Pages/ca-reer/pcs/complaint.aspx</a>
Massachusetts	Office of Private Occupational School Education	<a href="https://www.mass.gov/service-details/information-for-students-office-of-private-occupational-school-education">https://www.mass.gov/service-details/information-for-students-office-of-private-occupational-school-education</a>
	Massachusetts Department of Higher Education	<a href="https://www.mass.edu/forstufam/complaints/complaints.asp">https://www.mass.edu/forstufam/complaints/complaints.asp</a>
Michigan	Michigan Department of Labor and Economic Opportunity	<a href="https://www.michigan.gov/leo/-/media/Project/Websites/leo/Documents/WD/WD_PROGRAMS_SERVICES/PSS/Post-Secondary_Complaint_Instructions_FINAL_032020_685912_7-%2834%29.pdf?rev=d9354bf5247548a6bd9751a8aa4e178d">https://www.michigan.gov/leo/-/media/Project/Websites/leo/Documents/WD/WD_PROGRAMS_SERVICES/PSS/Post-Secondary_Complaint_Instructions_FINAL_032020_685912_7-%2834%29.pdf?rev=d9354bf5247548a6bd9751a8aa4e178d</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/student_complaint_process.asp">http://www.mississippi.edu/mcca/student_complaint_process.asp</a>
	Mississippi Community College Board	<a href="https://www.mccb.edu/cpscr-complaints">https://www.mccb.edu/cpscr-complaints</a>
Missouri	Missouri Department of Higher Education	<a href="https://dhewd.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf">https://dhewd.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf</a>
Montana	Montana University System, Montana Board of Regents	<a href="http://www.mus.edu/MUS-statement-of-complaint-process.asp">http://www.mus.edu/MUS-statement-of-complaint-process.asp</a>
Nebraska	Nebraska Department of Education, Private Postsecondary Career Schools	<a href="https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf">https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf</a>
	Nebraska Coordinating Commission for Postsecondary Education	<a href="https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions">https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions</a>
Nevada	Nevada Commission on Postsecondary Education	<a href="https://cpe.nv.gov/Students/Students_Home/">https://cpe.nv.gov/Students/Students_Home/</a> Note: Student Complaint under forms in right column
New Hampshire	Department of Education, Division of Higher	<a href="https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx">https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx</a>

	Education, Higher Education Commission	
New Jersey	New Jersey Department of Labor and Workforce Development, Center for	<a href="https://www.nj.gov/labor/labormarketinformation/contact-us/COEI.shtml">https://www.nj.gov/labor/labormarketinformation/contact-us/COEI.shtml</a> Look under “Information for Students” for Student Conflict Resolution Form (Complaints)
	Office of the Secretary of Higher Education	<a href="https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml">https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml</a>
New Mexico	New Mexico Higher Education Department	<a href="http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx">http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx</a>
New York	Office of College and University Evaluation	<a href="http://www.nysed.gov/college-university-evaluation/complaints">http://www.nysed.gov/college-university-evaluation/complaints</a>
	Adult Career and Continuing Ed. Services	<a href="http://www.acces.nysed.gov/bpss/student-rights">http://www.acces.nysed.gov/bpss/student-rights</a>
North Carolina	The University of North Carolina System	<a href="https://www.northcarolina.edu/post-secondary-education-complaints">https://www.northcarolina.edu/post-secondary-education-complaints</a>
	The North Carolina Community College System (Office of Proprietary School Services)	<a href="https://www.nccommunitycolleges.edu/proprietary-schools">https://www.nccommunitycolleges.edu/proprietary-schools</a> Scroll to bottom of page
North Dakota	North Dakota State Board for Career and Technical Education	<a href="https://www.cte.nd.gov/sites/www/files/documents/PrivatePS/NDSBCTE_Student_Complaint_Procedure.pdf">https://www.cte.nd.gov/sites/www/files/documents/PrivatePS/NDSBCTE_Student_Complaint_Procedure.pdf</a>
	North Dakota University System	<a href="https://ndus.edu/state-authorization-sara/">https://ndus.edu/state-authorization-sara/</a>
Northern Marianas Islands		Not found
Ohio	The Ohio Department of Education	<a href="https://highered.ohio.gov/students/current-college-students/student-complaints/student-complaints">https://highered.ohio.gov/students/current-college-students/student-complaints/student-complaints</a>
	Ohio State Board of Career Colleges and Schools	<a href="https://scr.ohio.gov/information-for-students/file-a-complaint/6-file-a-complaint">https://scr.ohio.gov/information-for-students/file-a-complaint/6-file-a-complaint</a>
Oklahoma	Oklahoma State Regents for Higher Education	<a href="https://www.okhighered.org/current-college-students/complaints.shtml">https://www.okhighered.org/current-college-students/complaints.shtml</a>
	Oklahoma Board of Career and Technology Education	<a href="https://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/comments-or-complaints-policy">https://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/comments-or-complaints-policy</a>
	Oklahoma Board of Private Vocational Schools	<a href="https://obpvs.ok.gov/students#studentforms">https://obpvs.ok.gov/students#studentforms</a>

Oregon	Higher Education Coordinating Commission	<a href="https://www.oregon.gov/highered/about/Pages/complaints.aspx">https://www.oregon.gov/highered/about/Pages/complaints.aspx</a>
Pennsylvania	Department of Education	<a href="https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx">https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx</a>
Puerto Rico	Puerto Rico Council on Education	<a href="http://www.ce.pr.gov">http://www.ce.pr.gov</a> <a href="https://agencias.pr.gov/agencias/cepr/inicio/Documentos/CEPR/Documents/SARA/SARA_Complaint_Process.pdf">https://agencias.pr.gov/agencias/cepr/inicio/Documentos/CEPR/Documents/SARA/SARA_Complaint_Process.pdf</a>
Republic of Palau		Not found
Republic of the Marshall Islands		Not found
Rhode Island	Rhode Island Board of Governors for Higher Education	<a href="https://www.riopc.edu/page/student_complaint/">https://www.riopc.edu/page/student_complaint/</a>
South Carolina	South Carolina Commission on Higher Education	<a href="https://che.sc.gov/sites/che/files/Documents/Institutions%20and%20Educators/Licensing/Student_Complaint_Procedures_and_Form_09192022.pdf">https://che.sc.gov/sites/che/files/Documents/Institutions%20and%20Educators/Licensing/Student Complaint Procedures and Form 09192022.pdf</a>
South Dakota	Secretary of State (South Dakota Attorney General)	<a href="https://consumer.sd.gov/complaintform.aspx">https://consumer.sd.gov/complaintform.aspx</a>
Tennessee	Tennessee Higher Education Commission	<a href="https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html">https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html</a>
Texas	Texas Higher Education Coordinating Board	<a href="https://www.highered.texas.gov/student-complaints/">https://www.highered.texas.gov/student-complaints/</a>
U.S. Virgin Islands		Not found
Utah	Utah Division of Consumer Protection	<a href="https://ushe.edu/office-of-commissioner/state-authorization-ut-sara/">https://ushe.edu/office-of-commissioner/state-authorization-ut-sara/</a>
Vermont	Vermont State Board of Education	<a href="https://education.vermont.gov/documents/postsecondary-program-complaint-resolution">https://education.vermont.gov/documents/postsecondary-program-complaint-resolution</a>
Virginia	Private & Out- of-State Postsecondary Education, State Council of Higher Education for Virginia	<a href="https://www.schev.edu/students/resources/student-complaints">https://www.schev.edu/students/resources/student-complaints</a>
Washington	Washington Student Achievement Council	<a href="https://wsac.wa.gov/student-complaints">https://wsac.wa.gov/student-complaints</a>
	Washington Workforce Training and Educ. Coord. Board	<a href="https://www.wtb.wa.gov/private-career-schools/student-resources/">https://www.wtb.wa.gov/private-career-schools/student-resources/</a>

West Virginia	WV Higher Educ. Policy Commission	<a href="https://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf">https://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf</a>
	WV Council for Community & Technical College Education	<a href="https://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf">https://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf</a>
Wisconsin	Wisconsin Educational Approval Board	<a href="https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx">https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx</a>
Wyoming	Wyoming Department of Education	<a href="https://edu.wyoming.gov/for-district-leadership/school-programs/private-school-licensing/">https://edu.wyoming.gov/for-district-leadership/school-programs/private-school-licensing/</a>