

## State Agency Consumer Complaint Information

<p><b>Alabama Commission on Higher Education</b>          100 N. Union St.          P.O. Box 302000          Montgomery, AL 36130-2000          Main: (334) 242-1998  <a href="http://www.ache.state.al.us">http://www.ache.state.al.us</a></p> <p><b>Alabama Department of Postsecondary Education</b>          P.O. Box 302130          Montgomery, AL 36130-2130          Main: (334) 293-4500  <a href="http://www.accs.cc/">http://www.accs.cc/</a></p>	<p><b>Colorado Department of Higher Education</b>          Complaints          1600 Broadway          Suite2200          Denver, CO 80202          Main: (303) 862-3001          Fax: (303) 996-1329  <a href="https://highered.colorado.gov/Academics/Complaints/">https://highered.colorado.gov/Academics/Complaints/</a></p>
<p><b>Alaska Commission on Postsecondary Education</b>          PO Box 110505          Juneau, AK 99811-0505          Main: (907) 465-6741  <a href="http://acpe.alaska.gov/EDUCATOR-SCHOOL/Postsecondary Institutions/Consumer Protection">http://acpe.alaska.gov/EDUCATOR-SCHOOL/Postsecondary Institutions/Consumer Protection</a></p>	<p><b>Connecticut Office of Higher Education</b>          61 Woodland Street          Hartford, CT 06105-2326          Main: (860) 947-1800  <a href="http://www.ctohe.org/studentcomplaints.shtml">http://www.ctohe.org/studentcomplaints.shtml</a> (or)  <a href="http://www.ctohe.org/StudentsFamilies/pdfs/ComplaintForm.pdf">http://www.ctohe.org/StudentsFamilies/pdfs/ComplaintForm.pdf</a></p>
<p><b>Arizona Department of Education</b>          1535 W. Jefferson St.          Phoenix, AZ 85007          Main: (602) 542-5393  <a href="https://ppse.az.gov/complaint">https://ppse.az.gov/complaint</a></p>	<p><b>Delaware Department of Education</b>          The Townsend Building          401 Federal Street, Suite 2          Dover, DE 19901-3639          Main: (302) 735-4000 or (302) 857-3388  <a href="http://www.doe.k12.de.us/site/default.aspx?PageID=1">http://www.doe.k12.de.us/site/default.aspx?PageID=1</a></p>
<p><b>Arkansas Higher Education Coordinating Board</b>          423 Main Street, Suite 400          Little Rock, AR 72201          Main: 501 683-8000  <a href="http://sbpce.arkansas.gov/students/Pages/complaintProcess.aspx">http://sbpce.arkansas.gov/students/Pages/complaintProcess.aspx</a></p> <p><a href="http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIXJ.pdf">http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIXJ.pdf</a></p>	<p><b>District of Columbia</b>          Superintendent of Education          Education Licensure Commission (ELC)          Public Complaints          810 First Street NE, 9<sup>th</sup> Floor          Washington, DC 20002          Main: (202) 727-6436          Email: osse@dc.gov  <a href="http://osse.dc.gov/service/education-licensure-commission-elc-public-complaints">http://osse.dc.gov/service/education-licensure-commission-elc-public-complaints</a></p>
<p><b>California Bureau for Private Postsecondary Education</b>          2535 Capitol Oaks Drive, Suite 400          Sacramento, CA 95833          Main: (916) 431-6924          FAX: (916) 263-1897  <a href="http://www.bppe.ca.gov/enforcement/complaint.shtml">http://www.bppe.ca.gov/enforcement/complaint.shtml</a></p>	<p><b>Florida Department of Education</b>          Commission for Independent Education          325 W. Gaines Street, Suite 1414          Tallahassee, FL 32399-0400 Email:  <a href="mailto:cieinfo@fldoe.org">cieinfo@fldoe.org</a>  <a href="http://www.fldoe.org/policy/commission-for-independent-edu/file-a-complaint.shtml">http://www.fldoe.org/policy/commission-for-independent-edu/file-a-complaint.shtml</a></p>

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<p><b>State of Georgia Nonpublic Postsecondary Education Commission</b>                  2082 E. Exchange Place, Suite 220                  Tucker, GA 30084                  Main: (770) 414-3300  <a href="http://gnpec.org/consumer-resources/">http://gnpec.org/consumer-resources/</a></p>	<p><b>Iowa College Student Aid Commission</b>                  430 East Grand Ave., FL3                  Des Moines, IA 50319-0146                  Main: (515) 725-3400  <a href="https://www.iowacollegeaid.gov/content/forms-and-applications">https://www.iowacollegeaid.gov/content/forms-and-applications</a></p>
<p><b>Hawaii Postsecondary Education Authorization Program (HPEAP)</b>                  PO Box 541                  Honolulu, Hawaii 96809                  Main: (808) 586-7327                  Email: <a href="mailto:hpeap@dcca.hawaii.gov">hpeap@dcca.hawaii.gov</a>  <a href="http://cca.hawaii.gov/hpeap/student-complaint-process/">http://cca.hawaii.gov/hpeap/student-complaint-process/</a></p>	<p><b>Kansas Board of Regents</b>                  1000 SW Jackson Street, Suite 520                  Topeka, KS 66612-1368                  Main: (785) 296-3421  <a href="http://www.kansasregents.org/private_postsecondary_complaint_process">http://www.kansasregents.org/private_postsecondary_complaint_process</a></p>
<p><b>Idaho State Board of Education</b>                  650 West State Street, Suite 307                  PO Box 83720                  Boise, Idaho 83720-0037                  Private Postsecondary &amp; Proprietary School Coordinator                  Contact: Val Fenske                  Main: (208) 332-1587                  Email: <a href="mailto:Valerie.Fenske@osbe.idaho.gov">Valerie.Fenske@osbe.idaho.gov</a>  <a href="http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp">http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp</a></p>	<p><b>Kentucky Council on Postsecondary Education</b>                  Director of Postsecondary Licensing                  Council on Postsecondary Education                  1024 Capital Center Drive, Suite 320                  Frankfort, KY 40601  <a href="http://cpe.ky.gov/policies/academicpolicies/faqs-students.htm#How%20do%20I%20file%20a%20complaint">http://cpe.ky.gov/policies/academicpolicies/faqs-students.htm#How%20do%20I%20file%20a%20complaint</a></p> <p><b>Kentucky State Board for Proprietary Education</b>                  P.O. Box 1360                  Frankfort, KY 40602                  Main: (502) 564-3296  <a href="http://www.bpe.ky.gov/Applications%20and%20Forms/Form%20to%20File%20a%20Complaint.pdf">http://www.bpe.ky.gov/Applications%20and%20Forms/Form%20to%20File%20a%20Complaint.pdf</a></p>
<p><b>Illinois Board of Higher Education</b>                  431 East Adams, 2<sup>nd</sup> Floor                  Springfield, Illinois 62701-1404                  Main: (217) 782-2551                  Email: <a href="mailto:info@ibhe.org">info@ibhe.org</a>  <a href="http://www.ibhe.state.il.us/consumerinfo/complaint.htm">http://www.ibhe.state.il.us/consumerinfo/complaint.htm</a></p>	<p><b>Louisiana Board of Regents</b>                  Attn: Assistant Program Manager                  PO Box 3677                  Baton Rouge, LA 70821- 3677                  Main: (225) 342-7084  <a href="http://regents.louisiana.gov/proprietary-schools/">http://regents.louisiana.gov/proprietary-schools/</a> (or)  <a href="http://regents.louisiana.gov/wp-content/uploads/2014/07/StudentComplaintProcedure.pdf">http://regents.louisiana.gov/wp-content/uploads/2014/07/StudentComplaintProcedure.pdf</a></p>
<p><b>Indiana Commission for Higher Education</b>                  Board for Proprietary Education                  Indiana Commission for Higher Education                  101 West Ohio Street, Suite 670                  Indianapolis, IN 46204                  (317) 464-4400 ext. 0                  Email: <a href="mailto:complaints@che.in.gov">complaints@che.in.gov</a>  <a href="http://www.in.gov/che/2744.htm">http://www.in.gov/che/2744.htm</a>  <a href="http://www.in.gov/bpe/2329.htm">http://www.in.gov/bpe/2329.htm</a></p>	<p><b>Maine Department of Education</b>                  Director of Policy and Programs                  23 State House Station Augusta, ME 04333-0023  <a href="http://www.maine.gov/ag/consumer/complaints/index.shtml">http://www.maine.gov/ag/consumer/complaints/index.shtml</a></p>

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<p><b>Maryland Higher Education Commission</b>  Student Complaint Process  Consumer Protection Division  Office of the Attorney General  200 Saint Paul Place  Baltimore, Maryland 21202  Main: (410) 528-8662  <a href="http://www.mhec.state.md.us/higherEd/acadAff/MHECStudentComplaintProcess.pdf">http://www.mhec.state.md.us/higherEd/acadAff/MHECStudentComplaintProcess.pdf</a></p>	<p><b>Missouri Department of Higher Education</b>  205 Jefferson Street, PO Box 1469  Jefferson City, MO 65102-1469  Main: (573) 751-2361  Email: <a href="mailto:info@dhe.mo.gov">info@dhe.mo.gov</a>  <a href="http://dhe.mo.gov/contactus.php">http://dhe.mo.gov/contactus.php</a>    <a href="http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf">http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf</a></p>
<p><b>Massachusetts Board of Higher Education</b>  One Ashburton Place, Room 1401  Boston, MA 02108  Main: (617) 994-6950  <a href="http://www.mass.edu/forstudents/complaints/complaintprocess.asp">http://www.mass.edu/forstudents/complaints/complaintprocess.asp</a></p>	<p><b>Montana Board of Regents</b>  Office of Commissioner of Higher Education  Montana University System  2500 Broadway Street  PO Box 203201  Helena, MT 59620-3201  Main: (406) 444-6570  <a href="http://mus.edu/MUS-Statement-of-Complaint-Process.asp#Institutions%20Outside">http://mus.edu/MUS-Statement-of-Complaint-Process.asp#Institutions%20Outside</a></p>
<p><b>Michigan Department of Licensing and Regulatory Affairs Bureau</b>  of Commercial Services,  Licensing Division  Proprietary School Unit Staff  201 N. Washington Sq. Lansing, MI 48913  <a href="http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396---,00.html">http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396---,00.html</a></p>	<p><b>Nebraska Coordinating Commission for Postsecondary Education</b>  PO Box 95005, Lincoln, NE 68509-5005  Main: (402) 471-0730  <a href="http://www.education.ne.gov/PPCS/PDF%20Folders/PDF%20Documents/PPCS%20Forms/Complaint-form.pdf">http://www.education.ne.gov/PPCS/PDF%20Folders/PDF%20Documents/PPCS%20Forms/Complaint-form.pdf</a>    <a href="http://www.ccpe.state.ne.us/PublicDoc/Ccpe/Complaint.asp">http://www.ccpe.state.ne.us/PublicDoc/Ccpe/Complaint.asp</a></p>
<p><b>Minnesota Office of Higher Education</b>  Registration &amp; Licensing  1450 Energy Park Drive, Suite 350  St. Paul, MN 55108- 5227  Main: 651-259-3975 or 1-800-657-3866  Email: <a href="mailto:info.ohe@state.mn.us">info.ohe@state.mn.us</a>  <a href="http://www.ohe.state.mn.us/mPg.cfm?pageID=1078">http://www.ohe.state.mn.us/mPg.cfm?pageID=1078</a></p>	<p><b>Nevada Commission on Postsecondary Education</b>  8778 S Maryland Parkway, Suite 115  Las Vegas, NV 89123  Main: (702) 486-7330  <a href="http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm">http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm</a></p>
<p><b>Mississippi Commission on College Accreditation</b>  3825 Ridgewood Road  Jackson, MS 39211-6453  Main: (601) 432-6372  <a href="http://www.mississippi.edu/mcca/">http://www.mississippi.edu/mcca/</a>    <a href="http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf">http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf</a></p>	<p><b>New Hampshire Higher Education Commission</b>  Edward R. MacKay, Division Director  New Hampshire Department of Education  101 Pleasant Street  Concord, NH 03301  Main: (603) 271-0256  Email: <a href="mailto:Edward.MacKay@doe.nh.gov">Edward.MacKay@doe.nh.gov</a>  <a href="http://www.education.nh.gov/highered/compliance-allegation.htm">http://www.education.nh.gov/highered/compliance-allegation.htm</a></p>

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<p><b>State of New Jersey</b>  <b>Office of the Secretary of Higher Education</b>          NJ Higher Education          P.O. Box 542          Trenton, NJ 08625-0542          Main: (609) 292-4310          Email <a href="mailto:nj_che@che.state.nj.us">nj_che@che.state.nj.us</a>  <a href="http://www.state.nj.us/highereducation/">http://www.state.nj.us/highereducation/</a></p> <p><a href="https://www.state.nj.us/treas/highereducation/contactus.shtml">https://www.state.nj.us/treas/highereducation/contactus.shtml</a></p>	<p><b>Ohio State Board of Career Colleges and Schools</b>          30 East Broad Street, Suite 2481          Columbus, OH 43215          Maine: (614) 466-2752          Email: <a href="mailto:bpsr@scr.state.oh.us">bpsr@scr.state.oh.us</a>  <a href="http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx">http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx</a></p>
<p><b>New Mexico Higher Education Department</b>          2048 Galisteo Street          Santa Fe, New Mexico 87505-2100          Main: (505) 476-8400          Email: <a href="mailto:Exec.Admin@state.nm.us">Exec.Admin@state.nm.us</a>  <a href="http://www.hed.state.nm.us/students/complaints.aspx">http://www.hed.state.nm.us/students/complaints.aspx</a></p>	<p><b>Oklahoma State Regents for Higher Education</b>          55 Research Parkway, Suite 200,          Oklahoma City, OK 73104          Main: (405) 225.9100  <a href="http://www.okhighered.org/current-college-students/complaints.shtml">http://www.okhighered.org/current-college-students/complaints.shtml</a></p>
<p><b>New York State Education</b>  <b>Bureau of Proprietary School Supervision</b>          Investigations and Audit Unit          116 West 32<sup>nd</sup> Street, 5<sup>th</sup> Floor          New York, NY 10001          Main: (212) 643-4760          Email: <a href="mailto:BPSS@NYSED.GOV">BPSS@NYSED.GOV</a>  <a href="http://www.acces.nysed.gov/bpss/students/disclos.htm">http://www.acces.nysed.gov/bpss/students/disclos.htm</a></p>	<p><b>Oregon State Board of Higher of Education</b>          Higher Education Coordinating Commission          Shell Dumas          775 Court St. NE          Salem, OR 97301          Main: (503) 947-5600  <a href="http://www.ode.state.or.us/search/page/?id=325">http://www.ode.state.or.us/search/page/?id=325</a></p>
<p><b>North Carolina State Board of Proprietary Schools</b>          200 West Jones Street          Raleigh, North Carolina 27603          Scott Corl          Executive Director of Proprietary Schools          Main: (919) 807-7061          Email: <a href="mailto:corls@nccommunitycolleges.edu">corls@nccommunitycolleges.edu</a>  <a href="http://www.nccommunitycolleges.edu/proprietary-schools">http://www.nccommunitycolleges.edu/proprietary-schools</a></p>	<p><b>Pennsylvania Department of Education</b>          Postsecondary and Adult Education          333 Market Street, 12th Fl          Harrisburg, PA 17126-0333          Main: (717) 783-8228          Email: <a href="mailto:ra-collunivseminfo@pa.gov">ra-collunivseminfo@pa.gov</a>  <a href="http://www.education.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474">http://www.education.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474</a></p>
<p><b>North Dakota University System</b>          Tanya Spilovoy, D. Ed.          Director of Distance Education and State Authorization          1815 Schafer St., Ste. 202          Bismarck, ND 58501-1217          Email: <a href="mailto:tanya.spilovoy@ndus.edu">tanya.spilovoy@ndus.edu</a>  <a href="http://www.ndus.edu/system/state-authorization/">http://www.ndus.edu/system/state-authorization/</a></p>	<p><b>Rhode Island Board of Governors for Higher Education</b>          Shepard Bldg. 80 Washington Street          Providence, RI 02903          Main: (401) 456-6000  <a href="http://www.ribghe.org/students.htm">http://www.ribghe.org/students.htm</a></p>

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<p><b>South Carolina Commission on Higher Education</b>          Academic Affairs and Licensing          1122 Lady Street, Suite 300          Columbia, SC 29201          Main: (803) 737-2260 <a href="http://www.che.sc.gov/">http://www.che.sc.gov/</a>          (or)  <a href="http://www.che.sc.gov/Portals/0/CHE_Docs/academicaffairs/license/complaint_procedures_and_form.pdf">http://www.che.sc.gov/Portals/0/CHE_Docs/academicaffairs/license/complaint_procedures_and_form.pdf</a></p>	<p><b>Utah Division of Consumer Protection</b>          160 East 300 South          Salt Lake City, Utah 84111          Main: (801) 530-6601  <a href="http://consumerprotection.utah.gov/consumerinfo/schools.html">http://consumerprotection.utah.gov/consumerinfo/schools.html</a> (or)  <a href="http://consumerprotection.utah.gov/complaints/index.html">http://consumerprotection.utah.gov/complaints/index.html</a></p>
<p><b>South Dakota Board of Regents</b>          306 East Capitol Ave          Suite 200          Pierre, SD 57501          Home: 605 773 3455          Email: <a href="mailto:info@sdbor.edu">info@sdbor.edu</a>  <a href="http://www.sdbor.edu/services/academics/SDSARA/SDSARA_000.htm">http://www.sdbor.edu/services/academics/SDSARA/SDSARA_000.htm</a></p>	<p><b>Vermont Agency of Education</b>          219 North Main Street, Suite 402,          Barre, VT 05641          Cathy Hilgendorf          Main: (802) 479-7451          Email: <a href="mailto:cathy.hilgendorf@state.vt.us">cathy.hilgendorf@state.vt.us</a>  <a href="http://education.vermont.gov/directories/postsecondary#resources">http://education.vermont.gov/directories/postsecondary#resources</a> (or)  <a href="http://education.vermont.gov/documents/EDU-VTAOE-Complaint_Resolution_for_Postsecondary_Education.pdf">http://education.vermont.gov/documents/EDU-VTAOE-Complaint_Resolution_for_Postsecondary_Education.pdf</a></p>
<p><b>Tennessee Higher Education Commission</b>          Division of Postsecondary School          Authorization          Parkway Towers, Suite 1900          404 James Robertson Parkway          Nashville, TN 37243-0830          Main: (615) 741-5293  <a href="http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/psa.html">http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/psa.html</a> (or)  <a href="http://tn.gov/thec/Divisions/LRA/PostsecondaryAuth/ComplaintForm.pdf">http://tn.gov/thec/Divisions/LRA/PostsecondaryAuth/ComplaintForm.pdf</a></p>	<p><b>Virginia State Council of Higher Education</b>          101 N. 14TH St., 10TH FL,          James Monroe Bldg.          Richmond, VA 23219          Main: (804) 225-2600  <a href="http://www.schev.edu/students/studentcomplaint.asp">http://www.schev.edu/students/studentcomplaint.asp</a></p>
<p><b>Texas Workforce Commission</b>          TWC-Career Schools and Colleges          Austin, Texas, 78778-0001          Main: (512) 936-3100          Email: <a href="mailto:career.schools@twc.state.tx.us">career.schools@twc.state.tx.us</a>  <a href="http://www.twc.state.tx.us/svcs/propschools/career-schools-colleges-students.html">http://www.twc.state.tx.us/svcs/propschools/career-schools-colleges-students.html</a>  <b>Texas Higher Education Coordinating Board</b>          College Readiness and Success Division          P.O. Box 12788          Austin, Texas 78711-2788          Email:  <a href="mailto:StudentComplaints@thecb.state.tx.us">StudentComplaints@thecb.state.tx.us</a>  <a href="http://www.thecb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D">http://www.thecb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D</a></p>	<p><b>Washington Student Achievement Council</b>          917 Lakeridge Way SW          Olympia, WA 98502          Program Administrator          Karen Oelschlager          Main: 360.753.7869          Email: <a href="mailto:kareno@wsac.wa.gov">kareno@wsac.wa.gov</a>  <a href="http://www.wsac.wa.gov/protecting-education-consumers">http://www.wsac.wa.gov/protecting-education-consumers</a>  <b>Washington Workforce Training and Education Board</b>          128 10<sup>th</sup> Avenue          Olympia, WA          Main: 360-709-4641          Email: <a href="mailto:spencer@wtb.wa.gov">spencer@wtb.wa.gov</a>  <a href="http://www.wtb.wa.gov/PCS_Complaints.asp">http://www.wtb.wa.gov/PCS_Complaints.asp</a></p>

## State Agency Consumer Complaint Information

<p><b>West Virginia Higher Education Policy Commission</b> 1018 Kanawha Boulevard, East - Suite 700 Charleston, WV 25301 Main: (304) 558-2101 Email: <a href="mailto:jtice@hepc.wvnet.edu">jtice@hepc.wvnet.edu</a> <a href="http://www.wvhepc.com/wp-content/uploads/2014/06/Student-Complaint-Process-revised-3.pdf">http://www.wvhepc.com/wp-content/uploads/2014/06/Student-Complaint-Process-revised-3.pdf</a></p>	
<p><b>Wisconsin Educational Approval Board</b> 30 W. Mifflin St., 9th Floor P.O. Box 8696 Madison, WI 53708 Main: (608) 266-1996 Email: <a href="mailto:eabmail@eab.state.wi.us">eabmail@eab.state.wi.us</a> <a href="http://eab.state.wi.us/resources/complaint.asp">http://eab.state.wi.us/resources/complaint.asp</a></p>	
<p><b>Wyoming Department of Education</b> 2300 Capitol Avenue Hathaway Building, 2nd Floor Cheyenne, WY 82002-0050 Main: (303) 777-7675 Email: <a href="mailto:elaine.marces@wyo.gov">elaine.marces@wyo.gov</a> <a href="http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/">http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/</a>  <a href="http://edu.wyoming.gov/downloads/schools/student-complaint-process.pdf">http://edu.wyoming.gov/downloads/schools/student-complaint-process.pdf</a></p>	