



Student Complaint Information by State and Agency

State / Territory	Agency Name	Information about Complaint Process (for in-state complaints and activities outside the purview of NC-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 https://www.ache.edu/wp-content/State%20Auth/federal-reg.pdf
	ACCS Private School Licensing Division	https://www.accs.edu/about-accs/private-school-licensure/complaints/ Complaints for out-of-state institutions are referred to the ACCS PrivateSchool Licensure Division.
Alaska	Alaska Commission on Postsecondary Education	https://acpe.alaska.gov/ConsumerProtection
American Samoa	Board of Higher Education for the American Samoa Community College	Call (684) 699-9155 or email info@amsamoa.edu
Arizona	Arizona State Board for Private Postsecondary Education	https://ppse.az.gov/complaint
Arkansas	Arkansas Department of Higher Education	https://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/grievance-form ADHE indicates that it has no authority over institutions.
	Arkansas State Board of Private Career Education	https://www.adhe.edu/private-career-education/students/ Webpage indicates that the board has legal authority to “publish and adhere to a procedure for handling student complaints.”
California	Bureau for Private Postsecondary Education	For institutions regulated by BPPE: http://www.bppe.ca.gov/enforcement/complaint.shtml For out-of-state institutions not subject to BPPE: https://www.dca.ca.gov/consumers/complaints/oos_students.shtml
Colorado	Colorado Department of Higher Education Division of Private Occupational Schools	https://highered.colorado.gov/filing-student-complaint



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Connecticut	The Office of Higher Education	https://www.ohe.ct.gov/StudentComplaints.shtml
Delaware	Delaware Department of Education	https://www.doe.k12.de.us/cms/lib/DE01922744/Centricity/Domain/161/DDOE%20SARA%20Student%20Complaint%20Form.docx Applicable for complaints under NC-SARA policy only.
District of Columbia	Education Licensure Commission	https://helc.osse.dc.gov/topic/helcadmin/students/frequently-asked-questions-for-students
Federated States of Micronesia	FSM State Higher Education Agency College of Micronesia-FSM	Call (691) 320-2480
Florida	Commission for Independent Education- Department of Education	https://www.fldoe.org/contact-us/search.stml?q=how+to+file+a+student+complaint
Georgia	Nonpublic Postsecondary Education Commission	https://gnpec.georgia.gov/student-complaints
Guam	Guam Higher Education Agency University of Guam	http://www.uog.edu/ Call (671) 735-2994
Hawaii	Hawaii Post-Secondary Education Authorization Program	http://cca.hawaii.gov/hpeap/student-complaint-process/
Idaho	Idaho State Board of Education	https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/
Illinois	Illinois Board of Higher Education	https://complaints.ibhe.org/
Indiana	Indiana Department of Workforce Development	https://www.in.gov/dwd/octs.htm



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	Indiana Commission of Higher Education	https://www.in.gov/che/2744.htm
Iowa	Iowa College Student Aid Commission	https://www.iowacollegeaid.gov/StudentComplaintForm
Kansas	Kansas Board of Regents	https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process
Kentucky	Kentucky Council on Postsecondary Education	http://cpe.ky.gov/campuses/consumer_complaint.html
	Kentucky Commission on Proprietary Education	http://www.kcpe.ky.gov/forms/FormtoFileaComplaint.pdf
Louisiana	Louisiana Board of Regents	https://www.regents.la.gov/assets/docs/2014/07/StudentComplaintProcedure.pdf
Maine	Maine Department of Education, Office of Higher Education Services	https://www.maine.gov/doe/cds/dueprocess
Maryland	Maryland Higher Education Commission	https://mhec.maryland.gov/institutions_training/Pages/acadaffairsdepar tments.aspx
Massachusetts	Office of Private Occupational School Education	http://www.mass.gov/ocabr/government/oca-agencies/dpl-lp/schools/students/information-for-students.html
Michigan	Michigan Department of Labor and Economic Opportunity	https://www.michigan.gov/leo/bureaus-agencies/wd/pss
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/student_complaint_process.asp



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	Commission on Proprietary School and College Registration	https://www.mccb.edu/offices/proprietary-schools
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	https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint_form.pdf
	Nebraska Coordinating Commission for Postsecondary Education	https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions
Nevada	Nevada Commission on Postsecondary Education	http://cpe.nv.gov/Students/Students_Home/
New Hampshire	Department of Education, Division of Higher Education, Higher Education Commission	https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx
New Jersey	New Jersey Department of Labor and Workforce Development	https://www.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/students/hed-student-complaint-form.aspx
New York	Office of College and University Evaluation	http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university
	Adult Career and Continuing Education Services	http://www.acces.nysed.gov/bpss/student-rights



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North Carolina	The University of North Carolina System	https://www.northcarolina.edu/post-secondary-education-complaints/
	The North Carolina Community College System (Office of Proprietary School Services)	https://www.ncccommunitycolleges.edu/proprietary-schools
North Dakota	North Dakota State Board for Career and Technical Education	https://www.cte.nd.gov/sites/www/files/documents/PrivateP/S/NDSBCTE_Student_Complaint_Procedure.pdf
	North Dakota University System	https://ndus.edu/state-authorization-sara/
Northern Marianas Islands	Northern Marianas Department of Education CNMI Public School System	Call (670) 237-3027
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	https://www.okhighered.org/resources/student-complaint-form/
	Oklahoma CareerTech	https://oklahoma.gov/careertech/policies/comments-or-complaints.html
	The Oklahoma Board of Private Vocational Schools	http://obpvs.ok.gov/students#studentforms
Oregon	Higher Education Coordinating Commission	https://www.oregon.gov/highered/about/Pages/complaints.aspx
Pennsylvania	Department of Education	https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx



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Puerto Rico	Puerto Rico Council on Education	http://www.ce.pr.gov/ http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf Unclear if this process applies to SARA or to all complaints.
Republic of Palau	Palau State Higher Education Agency Palau Community College	http://pcc.palau.edu/ Call (680) 488-2470
Republic of the Marshall Islands	Republic of the Marshall Islands State Higher Education Agency Scholarship Grant and Loan Board	Call (692) 625-5770
Rhode Island	Rhode Island Board of Governors for Higher Education	https://www.riopc.edu/
South Carolina	South Carolina Commission on Higher Education	https://www.che.sc.gov/students-families-and-military/student-resources
South Dakota	Secretary of State (South Dakota Attorney General)	https://consumer.sd.gov/complaintform.aspx
Tennessee	Tennessee Higher Education Commission	https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html
Texas	Texas Higher Education Coordinating Board	https://www.highered.texas.gov/student-complaints/
U.S. Virgin Islands	The Virgin Islands Department of Education	https://www.vide.vi/ Call (340) 774-2810
Utah	Utah Division of Consumer Protection	https://ushe.edu/office-of-commissioner/state-authorization-ut-sara/
Vermont	Vermont State Board of Education	https://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	https://schev.edu/index/students-and-parents/resources/student-complaints
Washington	Washington Student Achievement Council	https://wsac.wa.gov/student-complaints
	Washington Workforce Training and Education Coordinating Board	https://www.wtb.wa.gov/private-career-schools/student-resources/
West Virginia	West Virginia Higher Education Policy Commission 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	https://heab.state.wi.us/search.html
Wyoming	Wyoming Department of Education	https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/