

# Student Complaint Information by State and Agency

This list may be use for reference to provide Contact Information for filing complaints as required by [34 CFR 668.43 \(b\)](#).

*The institution must make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution's accreditation and its State, Federal, or tribal approval or licensing. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint.*

- This contact list should be used for reference only.
- Institutions are responsible for the accuracy they provide in their notifications.
- SAN can offer no guarantee that the agency listed can enforce state laws upon the institution to act on the complaint.
- SAN cannot verify the security of the website links offered in this resource.
- This chart used information provided by the state agency and originally from the no longer live SHEEO surveys. In some cases, email correspondence and state agency website reviews were incorporated.
- Complaints regarding courses and programs subject to SARA Policy should be directed to the [state portal entity in the home state of the institution](#).

SAN will review this list on a periodic basis. If you want to let us know of any issues you have using these links, please let us know [here](#).  
**(Last reviewed 1/1/25)**

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| States & Territories | Agency Name   | Link to and/or Information about the State Complaint Process as required by 34 CFR 600.9(a) & (b) - <i>An institution described under §§ 600.4, 600.5, and 600.6 is legally authorized by a State if the State has a process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws.....</i>            |
|----------------------|---|---|
| Alabama              | Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning | For Alabama's public institutions, contacts are posted to the ACHE website<br><a href="https://ache.edu">https://ache.edu</a><br>.<br>Student Complaint Process found here:<br><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><br>- *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:<br><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:<br><a href="http://www.bppe.ca.gov/enforcement/complaint.shtml">http://www.bppe.ca.gov/enforcement/complaint.shtml</a><br><br>for out of state institutions not subject to BPPE:<br><a href="https://www.dca.ca.gov/consumers/complaints/oos_students.shtml">https://www.dca.ca.gov/consumers/complaints/oos_students.shtml</a> |

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|-------------------------------|--|--|
| Colorado                      | Colorado Department of Higher Education<br><br>AND<br>Private Occupational Schools | <a href="https://cdhe.colorado.gov/students/how-do-i/filing-a-student-complaint">https://cdhe.colorado.gov/students/how-do-i/filing-a-student-complaint</a>  |
| Connecticut                   | The Office of Financial and Academic Affairs for Higher Education                  | <a href="https://www.ohe.ct.gov/StudentComplaints.shtml">https://www.ohe.ct.gov/StudentComplaints.shtml</a>  |
| Delaware                      | Delaware Department of Education   | Student complaint inquiry form:<br><a href="https://education.delaware.gov/families/college-career-life/college-scholarship-financial-aid/dheo-forms/student-complaint-inquiry-form/">https://education.delaware.gov/families/college-career-life/college-scholarship-financial-aid/dheo-forms/student-complaint-inquiry-form/</a>                       |
| District of Columbia          | Education Licensure Commission   | FAQ for Students indicates that complaints may be submitted to the HELC by "clicking here", but there is no hyperlink. A public complaint webpage was found here:<br><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 State of Micronesia |  | not found  |
| Florida                       | Commission for Independent Education-<br>Department of Education                   | CONCERNS & COMPLAINT PROCESS   |
| Georgia                       | Nonpublic Postsecondary Education Commission                                       | <a href="https://gnpec.georgia.gov/student-complaints">https://gnpec.georgia.gov/student-complaints</a>  |
| Guam                          |  | not found  |
| Hawaii                        |  | <a href="https://cca.hawaii.gov/hpeap/student-complaint-process/">https://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>  |

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|----------------------|---|--|
| Illinois             | Illinois Board of Higher Education                | <a href="https://complaints.ibhe.org/">https://complaints.ibhe.org/</a>  |
| Indiana              | Indiana Department of Workforce Development       | <a href="https://www.in.gov/dwd/career-training-adult-ed/octs/#tab-665625-4-Consumer_Information">https://www.in.gov/dwd/career-training-adult-ed/octs/#tab-665625-4-Consumer_Information</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      | Commission Website provides this direction:<br><a href="#">File a Complaint</a>  |
| Louisiana            | Louisiana Board of Regents<br>Proprietary Schools | No Complaint Process found on state agency website for institutions authorized by Louisiana but not related to reciprocity.<br><br>(Only <a href="#">SARA Process within Institutional Process pdf</a> for purposes of participation in reciprocity for interstate distance education)   |
| Maine                | Maine Department of Education                     | No Complaint Process found on state agency website for institutions authorized by Maine but not related to reciprocity.<br><br>Only <a href="#">State of Maine Complaint Form</a> . SARA complaint link offered.   |

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|----------------------|---|--|
| <b>Maryland</b>      | Maryland Higher Education Commission                      | <a href="https://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx">https://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx</a><br>- Scroll down to complaint process and form pdfs.   |
| <b>Massachusetts</b> | Office of Private Occupational School Education           | <a href="http://www.mass.gov/ocabr/government/oca-agencies/dpl-lp/schools/students/information-for-students.html">http://www.mass.gov/ocabr/government/oca-agencies/dpl-lp/schools/students/information-for-students.html</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>  |
| <b>Michigan</b>      | Michigan Department of Labor & Economic Opportunity       | <a href="#">Post-Secondary Schools Complaints Filing a Complaint</a>   |
| <b>Minnesota</b>     | 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><br><br>It is hard to determine if a complaint can be submitted about an out of state institution that does not participate in SARA serving a Minnesota student.  |
| <b>Mississippi</b>   | 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>  |
|                      | Commission on Proprietary School and College Registration | <a href="https://www.mccb.edu/cpscr-complaints">https://www.mccb.edu/cpscr-complaints</a>  |
| <b>Missouri</b>      | Missouri Department of Higher Education                   | <a href="https://dhewd.mo.gov/media/pdf/complaint-resolution-policy">https://dhewd.mo.gov/media/pdf/complaint-resolution-policy</a>  |
| <b>Montana</b>       | 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>  |

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| 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="http://cpe.nv.gov/Students/Students_Home/">http://cpe.nv.gov/Students/Students_Home/</a><br>Note the Student Complaint under forms on right hand side.  |
| New Hampshire        | Department of Education, Division of Higher Education, Higher Education Commission                       | <a href="https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx">https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx</a>  |
| New Jersey           | New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information | <a href="https://www.nj.gov/labor/labormarketinformation/assets/PDFs/coei/SAU/Conflict%20Resolution%20Questionnaire.pdf">https://www.nj.gov/labor/labormarketinformation/assets/PDFs/coei/SAU/Conflict%20Resolution%20Questionnaire.pdf</a><br>Look under Information for Students for the Student Conflict Resolution Form (Complaints)                 |
|                      | Office of the Secretary of Higher Education  | <a href="http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml">http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml</a>  |
| New Mexico           | New Mexico Higher Education Department   | <a href="https://hed.nm.gov/students-parents/student-complaints">https://hed.nm.gov/students-parents/student-complaints</a>  |

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|--------------------------|---|--|
| New York                 | Office of College and University Evaluation   | <a href="http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university">http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university</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   |  |
|                          | The North Carolina Community College System (Office of Proprietary School Services) | <a href="https://www.northcarolina.edu/post-secondary-education-complaints/">https://www.northcarolina.edu/post-secondary-education-complaints/</a><br><a href="https://www.nccommunitycolleges.edu/students/student-services/file-a-complaint/">https://www.nccommunitycolleges.edu/students/student-services/file-a-complaint/</a>                     |
| 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><br><a href="https://ndus.edu/state-authorization-sara/">https://ndus.edu/state-authorization-sara/</a>                               |
|                          | North Dakota University System  | This complaint process appears to be applicable for institutions not participating in reciprocity through SARA as well as SARA participating institutions.   |
| Northern Mariana Islands |   | not found  |
| Ohio                     | The Ohio Department of Higher 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">https://scr.ohio.gov/information-for-students/file-a-complaint</a>  |

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|----------------------------------|--|---|
| Oklahoma                         | Oklahoma State Regents for Higher Education        |   |
|                                  | Oklahoma Board of Career and Technology Education  | <a href="https://www.okhighered.org/resources/student-complaint-form/">https://www.okhighered.org/resources/student-complaint-form/</a>   |
|                                  |  | <a href="https://oklahoma.gov/careertech/policies/comments-or-complaints.html">https://oklahoma.gov/careertech/policies/comments-or-complaints.html</a>   |
|                                  | The Oklahoma Board of Private Vocational Schools   | <a href="https://oklahoma.gov/content/dam/ok/en/obpvs/documents/schools/obpvs-complaint-form.pdf">https://oklahoma.gov/content/dam/ok/en/obpvs/documents/schools/obpvs-complaint-form.pdf</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><br><a href="http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf">http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf</a><br>It appears that this process can be used more broadly than to just address SARA participating institutions. |
| Republic of Palau                |  | not found   |
| Republic of the Marshall Islands |  | not found   |
| Rhode Island                     | Rhode Island Office of Post Secondary Commissioner | <a href="https://riopc.edu/policies/student-complaint-procedures/">https://riopc.edu/policies/student-complaint-procedures/</a>   |
| South Carolina                   | South Carolina Commission on Higher Education      | <a href="https://che.sc.gov/sites/che/files/Documents/Institutions%20and%20Educators/Complaint_Procedures_and_Form.pdf">https://che.sc.gov/sites/che/files/Documents/Institutions%20and%20Educators/Complaint_Procedures_and_Form.pdf</a>   |



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|----------------------|--|--|
| South Dakota         | Secretary of State (South Dakota Attorney General)     | <a href="https://consumer.sd.gov/complaintform.aspx">https://consumer.sd.gov/complaintform.aspx</a><br>- this is a broad complaint form not just to address postsecondary institutions.  |
| Tennessee            | Tennessee Higher Education Commission                  | <a href="https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html">https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.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  |  | Call (340) 774-2810 to reach the Virgin Islands Department of Education regarding student complaints.  |
| Utah                 | Utah Division of Consumer Protection                   | <a href="https://services.dcp.utah.gov/s/">https://services.dcp.utah.gov/s/</a>  |
| Vermont              | Vermont Agency of Education                            | <a href="https://education.vermont.gov/documents/postsecondary-program-complaint-resolution">https://education.vermont.gov/documents/postsecondary-program-complaint-resolution</a><br>VT Agency of Education points to three avenues for complaints: the institution, the VT Attorney General's office, or the institution's accrediting agency.  |
| Virginia             | 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                      |  |
|                      | WV Council for Community & Technical College Education | <a href="http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf">http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf</a><br><a href="http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf">http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf</a> |

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|----------------------|--------------------------------------|--|
| <b>Wisconsin</b>     | 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>  |
| <b>Wyoming</b>       | Wyoming Department of Education      | <a href="https://edu.wyoming.gov/?s=student+complaint+process">https://edu.wyoming.gov/?s=student+complaint+process</a>  |