

Student Complaint Information by State and Agency

This report is originally based upon the State Higher Education Executive Officers (SHEEO) "Compendium of (State Authorization) Laws and Regulatory Practices." The summary was created with support from WCET's (WICHE Cooperative for Educational Technologies) State Authorization Network. SHEEO and WCET collaborated in directing the work of the National Center for Higher Education Management Systems in gathering, updating, and compiling the information. Whenever possible this report used language provided by the state agency through the SHEEO Survey. In some cases, email correspondence and website reviews were also incorporated. This document will be reviewed every six- to nine-months.

State	Agency Name	Complaint Process Information
Alabama	Alabama Commission on Higher Education	Alabama Commission on Higher Education Complaint Process Complaints for in-state institutions only.
	Alabama Community College System Private School Licensing Division	Alabama Community College System Private School Licensing Division Complaint Process Complaints for out-of-state institutions only.
Alaska	Alaska Commission on Postsecondary Education	Alaska Commission on Postsecondary Education Complaint Process
Arizona	Arizona State Board for Private Postsecondary Education	Arizona State Board for Private Postsecondary Education Complaint Process
Arkansas	Arkansas Department of Higher Education	Arkansas Department of Higher Education Complaint Process
	Arkansas State Board of Private Career Education	Arkansas State Board of Private Career Education Complaint Process
California	California Department of Consumer Affairs (DCA)	The Department of Consumer Affairs (DCA) oversees the Bureau for Private Postsecondary Education, which will assist DCA in handling complaints. Affected students enrolled in out-of-state online college programs can file complaints online at www.dca.ca.gov , or call the Department's Consumer Information Center at 833-942-1120. DCA will evaluate complaints, identify the appropriate accrediting agency or governmental entity to handle the complaint, and request a response from the entity regarding the final disposition of the complaint.
Colorado	Colorado Department of Higher Education	Colorado Department of Higher Education Complaint Process
	Colorado Division of Private Occupational Schools	Colorado Division of Private Occupational Schools Complaint Process
Connecticut	The Office of Financial and Academic Affairs for Higher Education	The Office of Financial and Academic Affairs for Higher Education Complaint Process
Delaware	Delaware Department of Education	The Delaware Department of Education will investigate complaints. Such complaints must be in writing and verified by the signature of the person making the complaint. Oral, anonymous, or unsigned complaints will not be investigated. Until the website is functional, please write or call 302-857-3388 for more information. The Delaware Department of Education Teacher and Administrator Quality John W. Collette Resource Center 35 Commerce Way Dover, DE 19904
District of Columbia	Office of the State Superintendent of Education	Office of the State Superintendent of Education Complaint Process
Florida	Florida Department of Education	Florida Department of Education Complaint Process
Georgia	Georgia Nonpublic Postsecondary Education Commission	Georgia Nonpublic Postsecondary Education Commission Complaint Process

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Hawaii	Hawaii Post-Secondary Education Authorization Program	Hawaii Post-Secondary Education Authorization Program Complaint Process
Idaho	Idaho State Board of Education	Idaho State Board of Education Complaint Process
Illinois	Illinois Board of Higher Education	Illinois Board of Higher Education Complaint Process
Indiana	Indiana Department of Workforce Development	Indiana Department of Workforce Development Complaint Process
	Indiana Commission for Higher Education	Indiana Commission for Higher Education Complaint Process
Iowa	Iowa College Student Aid Commission	Iowa College Student Aid Commission Complaint Process
Kansas	Kansas Board of Regents	Kansas Board of Regents Complaint Process
Kentucky	Kentucky Council on Postsecondary Education	Kentucky Council on Postsecondary Education Complaint Process
	Kentucky Commission on Proprietary Education	Kentucky Commission on Proprietary Education Complaint Process
Louisiana	Louisiana Board of Regents	Louisiana Board of Regents Students & Parents website Louisiana Board of Regents Proprietary Schools website
Maine	Office of the Maine Attorney General	Office of the Maine Attorney General Consumer Complaints and Questions
Maryland	Maryland Higher Education Commission	Maryland Higher Education Commission Complaint Process
Massachusetts	Massachusetts Division of Professional Licensure Office of Private Occupational School Education	Massachusetts Division of Professional Licensure Office of Private Occupational School Education Complaint Process
	Massachusetts Department of Higher Education	Massachusetts Department of Higher Education Complaint Process
Michigan	Michigan Department of Licensing and Regulatory Affairs	Michigan Department of Licensing and Regulatory Affairs Complaint Process
Minnesota	Minnesota Office of Higher Education	Minnesota Office of Higher Education Complaint Process
Mississippi	Mississippi Commission on College Accreditation	Mississippi Commission on College Accreditation Complaint Process
	Commission on Proprietary School and College Registration	Commission on Proprietary School and College Registration Complaint Process
Missouri	Missouri Department of Higher Education	Missouri Department of Higher Education Complaint Process
Montana	Montana University System, Montana Board of Regents	Montana University System, Montana Board of Regents Complaint Process
Nebraska	Nebraska Department of Education, Private Postsecondary Career Schools	Nebraska Department of Education Complaint Process

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	Nebraska Coordinating Commission for Postsecondary Education	Nebraska Coordinating Commission for Postsecondary Education Complaint Process
Nevada	Nevada Commission on Postsecondary Education	Nevada Commission on Postsecondary Education Complaint Process
New Hampshire	New Hampshire Department of Education	New Hampshire Department of Education Complaint Process
New Jersey	New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information	New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information Complaint Process
	Office of the Secretary of Higher Education	Office of the Secretary of Higher Education Complaint Process
New Mexico	New Mexico Higher Education Department	New Mexico Higher Education Department Complaint Process
New York	New York State Education Department, Office of College and University Evaluation	New York State Education Department, Office of College and University Evaluation Complaint Process
	New York State Education Department, Bureau of Proprietary School Supervision	New York State Education Department, Bureau of Proprietary School Supervision Complaint Process
North Carolina	The University of North Carolina System	The University of North Carolina System Complaint Process
	The North Carolina Community College System, Office of Proprietary School Services	The North Carolina Community College System, Office of Proprietary School Services Complaint Process
North Dakota	North Dakota State Board for Career and Technical Education	North Dakota State Board for Career and Technical Education Complaint Process
	North Dakota University System	North Dakota University System Complaint Process
Ohio	Ohio Department of Higher Education	Ohio Department of Higher Education Complaint Process
	Ohio State Board of Career Colleges and Schools	Ohio State Board of Career Colleges and Schools Complaint Process
Oklahoma	Oklahoma State Regents for Higher Education	Oklahoma State Regents for Higher Education Complaint Process
	Oklahoma Board of Career and Technology Education	Oklahoma Board of Career and Technology Education Complaint Process
	The Oklahoma Board of Private Schools	A form is available by request to The Oklahoma Board of Private Schools (OBPVS) staff, but not required. Unless a safety issues or in person investigation is alleged, a student complaint will be accepted and sent to the institution for response. It may be forwarded to the complainant for further input. The form can be requested from Nora Ann House, director of the OBPVS, at house@obpvs.ok.gov .
Oregon	Oregon Higher Education Coordinating Commission, Office of Degree Authorization	Oregon Higher Education Coordinating Commission, Office of Degree Authorization Complaint Process
	Oregon Private Postsecondary Education	Oregon Private Postsecondary Education Complaint Process
Pennsylvania	Pennsylvania Department of Education	Pennsylvania Department of Education Complaint Process
Puerto Rico	Puerto Rico Council on Education	Puerto Rico Council on Education Complaint Process*

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		*The website will be in Spanish.
Rhode Island	Rhode Island Board of Governors for Higher Education	Rhode Island Board of Governors for Higher Education Complaint Process
South Carolina	South Carolina Commission on Higher Education	South Carolina Commission on Higher Education Complaint Process
South Dakota	South Dakota Consumer Protection, Office of Attorney General	South Dakota Consumer Protection, Office of Attorney General Complaint Process
Tennessee	Tennessee Higher Education Commission & Student Assistance Corporation	Tennessee Higher Education Commission & Student Assistance Corporation Complaint Process
Texas	Texas Workforce Commission	Texas Workforce Commission Complaint Process
	Texas Higher Education Coordinating Board	Texas Higher Education Coordinating Board Complaint Process
Utah	Utah Department of Commerce, Division of Consumer Protection	Utah Department of Commerce, Division of Consumer Protection Complaint Process
Vermont	Vermont Agency of Education	Vermont Agency of Education Complaint Process
Virginia	State Council for Higher Education for Virginia	State Council for Higher Education for Virginia Complaint Process
Washington	Washington Student Achievement Council	Washington Student Achievement Council Complaint Process
	Washington Workforce Training & Education Coordinating Board	Washington Workforce Training & Education Coordinating Board Complaint Process
West Virginia	West Virginia Higher Education Policy Commission	West Virginia Higher Education Policy Commission Complaint Process
	West Virginia Council for Community and Technical College Education	West Virginia Council for Community and Technical College Education Complaint Process
Wisconsin	State of Wisconsin, Department of Safety and Professional Services	State of Wisconsin, Department of Safety and Professional Services Complaint Process
Wyoming	Wyoming Department of Education	Wyoming Department of Education Complaint Process