

## **CONTACT INFORMATION FOR STUDENT COMPLAINT PROCESSES\***

*\*This list includes contact information for all 50 states, the District of Columbia, and Puerto Rico. It should not be construed as informative of what agencies regulate the institution or in what states the institution is licensed or required to be licensed. States, through the relevant agencies or Attorney Generals Offices will accept complaints regardless of whether the institution is required to be licensed in that state.*

### **ALABAMA**

Alabama Commission on Higher Education  
P.O. Box 302000  
Montgomery, AL 36130-2000  
<http://www.accs.cc/complaintform.aspx>

Alabama Department of Postsecondary Education  
135 South Union Street  
Montgomery, AL 36104-4340  
P.O. Box 302130, Montgomery, AL 36130-2130  
<http://www.accs.cc/contactus.aspx>

### **ALASKA**

Alaska Commission on Postsecondary Education  
P.O. Box 110505  
Juneau, AK 99811-0505  
[customer.service@alaska.gov](mailto:customer.service@alaska.gov)

Alaska Office of Attorney General  
Consumer Protection Unit  
1031 W. Fourth Avenue, Suite 200  
Anchorage, AK 99501  
[attorney.general@alaska.gov](mailto:attorney.general@alaska.gov)  
[http://www.law.state.ak.us/pdf/consumer/FORM\\_complaint.pdf](http://www.law.state.ak.us/pdf/consumer/FORM_complaint.pdf)

### **ARIZONA**

Arizona State Board for Private Postsecondary Education  
1400 W. Washington Street  
Room 260  
Phoenix, AZ 85007  
[http://azppse.state.az.us/student\\_info/compliance.asp](http://azppse.state.az.us/student_info/compliance.asp)

### **ARKANSAS**

Arkansas Higher Education Coordinating Board  
Arkansas Department of Higher Education  
114 East Capitol Ave  
Little Rock, AR 72201  
[ADHE\\_Info@adhe.edu](mailto:ADHE_Info@adhe.edu)

<http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIXJ.pdf>

Arkansas State Board of Private Career Education  
501 Woodlane, Suite 312S  
Little Rock, AR 72201  
[sbpce@arkansas.gov](mailto:sbpce@arkansas.gov)  
[http://www.sbpce.org/complaint\\_process.html](http://www.sbpce.org/complaint_process.html)

### **CALIFORNIA**

California Bureau of Private Postsecondary Education  
P.O. Box 980818  
W. Sacramento, CA 95798-0818  
[bppe@dca.ca.gov](mailto:bppe@dca.ca.gov)  
[http://www.bppe.ca.gov/forms\\_pubs/complaint.pdf](http://www.bppe.ca.gov/forms_pubs/complaint.pdf)

### **COLORADO**

Colorado Department of Higher Education  
1560 Broadway, Suite 1600  
Denver, Colorado 80202  
<http://highered.colorado.gov/Academics/Complaints/default.html>

### **CONNECTICUT**

Connecticut Department of Higher Education  
61 Woodland Street  
Hartford, CT 06105-2326  
[info@ctdhe.org](mailto:info@ctdhe.org)

Connecticut Department of Consumer Protection  
165 Capitol Avenue  
Room 110  
Hartford CT 06106  
[trade.practices@ct.gov](mailto:trade.practices@ct.gov)  
[http://www.ct.gov/dcp/lib/dcp/pdf/forms/consumer\\_statementcpfr-2\\_rev\\_8-06\\_edited1106.pdf](http://www.ct.gov/dcp/lib/dcp/pdf/forms/consumer_statementcpfr-2_rev_8-06_edited1106.pdf)  
Consumer Complaint Hotline: (800) 842-2649

### **DELAWARE**

Delaware Higher Education Office  
Carvel State Office Building, 5th Floor  
820 N. French Street  
Wilmington, DE 19801-3509  
[dheo@doe.k12.de.us](mailto:dheo@doe.k12.de.us)

Delaware Attorney General  
Consumer Protection Wilmington:  
820 N. French Street 5th floor  
Wilmington, DE 19801

[consumer.protection@state.de.us](mailto:consumer.protection@state.de.us)

**DISTRICT OF COLUMBIA**

District of Columbia Office of the State Superintendent of Education  
Education Licensure Commission  
810 First Street, NE  
9th Floor  
Washington, DC 20002

[http://osse.dc.gov/seo/frames.asp?doc=/seo/lib/seo/elementary\\_and\\_secondary\\_education/may\\_2011/complaint\\_form\\_4\\_11.pdf](http://osse.dc.gov/seo/frames.asp?doc=/seo/lib/seo/elementary_and_secondary_education/may_2011/complaint_form_4_11.pdf)

**FLORIDA**

Florida Commission on Independent Education  
325 W. Gaines Street  
Suite 1414  
Tallahassee, FL 32399-0400

[Commissioner@fldoe.org](mailto:Commissioner@fldoe.org)

<http://www.fldoe.org/cie/complaint.asp>

**GEORGIA**

Georgia Nonpublic Postsecondary Education Commission  
2082 E Exchange Pl. #220  
Tucker, GA 30084-5334

<http://rules.sos.state.ga.us/docs/392/5/06.pdf>

**HAWAII**

Hawaii State Board of Education  
P.O. Box 2360  
Honolulu Hawaii 96804

[ocp@dcca.hawaii.gov](mailto:ocp@dcca.hawaii.gov)

[http://hawaii.gov/dcca/ocp/consumer\\_complaint](http://hawaii.gov/dcca/ocp/consumer_complaint)

**IDAHO**

Idaho State Board of Education  
Attn: State Coordinator for Private Colleges and Proprietary Schools  
650 West State Street  
P.O. Box 83720  
Boise, ID 83720-0037

[http://www.boardofed.idaho.gov/policies/documents/policies/iii/iii\\_p\\_students\\_06-10.pdf](http://www.boardofed.idaho.gov/policies/documents/policies/iii/iii_p_students_06-10.pdf)

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**ILLINOIS**

Illinois Board of Higher Education  
431 East Adams, 2nd Floor  
Springfield, Illinois 62701-1404

[info@ibhe.org](mailto:info@ibhe.org)

<http://www.ibhe.state.il.us/consumerinfo/complaint.htm>

Institutional Complaint Hotline: (217) 557-7359

Illinois State Board of Education  
100 N. 1st Street  
Springfield, Illinois 62777  
<http://webprod1.isbe.net/contactisbe/> (email)

Illinois Attorney General  
Consumer Fraud Bureau  
500 South Second Street  
Springfield, IL 62706  
[http://www.illinoisattorneygeneral.gov/about/email\\_consumers.jsp](http://www.illinoisattorneygeneral.gov/about/email_consumers.jsp)  
<http://www.illinoisattorneygeneral.gov/consumers/conscomp.pdf>  
Consumer Fraud Hotline: (800) 243-0618

### **INDIANA**

Indiana Commission on Proprietary Education  
Attn: Director of Regulatory Compliance  
302 W Washington Street, Room E201  
Indianapolis IN 46204  
<http://www.in.gov/cpe/files/sf39280-complaint.pdf>

### **IOWA**

Iowa Student Aid Commission  
603 E. 12<sup>th</sup> Street  
5<sup>th</sup> Floor  
Des Moines, IA 50319  
[info@iowacollegeaid.gov](mailto:info@iowacollegeaid.gov)  
<http://www.iowacollegeaid.gov/forms.html>

### **KANSAS**

Kansas Board of Regents  
1000 SW Jackson Street  
Suite 520  
Topeka, KS 66612-1368  
[http://www.kansasregents.org/private\\_postsecondary\\_complaint\\_process](http://www.kansasregents.org/private_postsecondary_complaint_process)

### **KENTUCKY**

Kentucky Council on Postsecondary Education  
1024 Capital Center Dr #320  
Frankfort, KY 40601-7512  
<http://www.lrc.ky.gov/kar/013/001/020.htm> (See Section 13)

Kentucky Board of Proprietary Education  
911 Leawood Drive  
Frankfort, KY 40601-3319  
<http://www.bpe.ky.gov/NR/rdonlyres/1BB8CA02-8F89-43A3-8957-AB01DB805389/0/ComplaintForm.doc>

Office of the Attorney General  
Capitol Suite 118  
700 Capitol Avenue  
Frankfort, Kentucky 40601-3449

[consumer.protection@ag.ky.gov](mailto:consumer.protection@ag.ky.gov)

[http://www.ag.ky.gov/NR/rdonlyres/19D2FEF3-0666-49B5-A184-38006DA45B2C/0/complaint\\_gen.pdf](http://www.ag.ky.gov/NR/rdonlyres/19D2FEF3-0666-49B5-A184-38006DA45B2C/0/complaint_gen.pdf)

### **LOUISIANA**

Louisiana Board of Regents  
P.O. Box 3677  
Baton Rouge, LA 70821-3677

<http://regents.louisiana.gov/assets/docs/ProprietarySchools/StudentComplaintProcedure.pdf>

### **MAINE**

Maine Department of Education  
Complaint Investigator  
23 State House Station  
Augusta, ME 04333-0023

[jonathan.braff@maine.gov](mailto:jonathan.braff@maine.gov)

Maine Attorney General  
Consumer Protection Division  
6 State House Station  
Augusta, ME 04333

[http://www.maine.gov/ag/consumer/complaints/complaint\\_form.shtml](http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml)

### **MARYLAND**

Maryland Higher Education Commission  
839 Bestgate Road, Suite 400  
Annapolis, MD 21401-3013

<http://www.mhec.state.md.us/career/pcs/gripe.asp>

<http://mhec.maryland.gov/highered/acadaff/mhecstudentcomplaintprocess.pdf>

Maryland Attorney General  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202

[consumer@oag.state.md.us](mailto:consumer@oag.state.md.us)

<https://web.oag.state.md.us/editor/customer/onlineformhelpers/formviewer.aspx?filename=MUGeneral.htm>

Consumer Protection Hotline: (410) 528-8662

### **MASSACHUSETTS**

Massachusetts Board of Higher Education  
One Ashburton Place  
Room 1401  
Boston, MA 02108

<http://www.mass.edu/forstudents/complaints/complaintprocess.asp>

**MICHIGAN**

Michigan Department of Licensing and Regulatory Affairs  
Office of Postsecondary Services  
Proprietary School Unit Staff  
201 N. Washington Sq.  
Lansing, MI 48913  
<http://www.michiganps.net/complaint.aspx>

**MINNESOTA**

Minnesota Office of Higher Education  
1450 Energy Park Drive, Suite 350  
St. Paul, MN 55108-5227  
<http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>  
<http://www.ohe.state.mn.us/oheContactForm.cfm> (email)

Minnesota Attorney General's Office  
1400 Bremer Tower  
445 Minnesota Street  
St. Paul, MN 55101  
<http://www.ag.state.mn.us/ElectronicForms/ComplaintForm.pdf>

**MISSISSIPPI**

Mississippi Commission on College Accreditation  
3825 Ridgewood Road  
Jackson, MS 39211-6453

Mississippi Commission of Proprietary Schools and College Registration  
3825 Ridgewood Road  
Jackson, MS 39211-6453

Consumer Protection Division  
Office of the Attorney General  
State of Mississippi  
P.O. Box 22947  
Jackson, Mississippi 39225-2947  
<http://www.ago.state.ms.us/index.php/contact> (email)  
[http://www.ago.state.ms.us/images/uploads/forms/MSAGO\\_Complaint\\_Form.pdf](http://www.ago.state.ms.us/images/uploads/forms/MSAGO_Complaint_Form.pdf)

**MISSOURI**

Missouri Department of Higher Education  
205 Jefferson Street  
P.O. Box 1469  
Jefferson City, MO 65102-1469  
[info@dhe.mo.gov](mailto:info@dhe.mo.gov)  
<http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION.pdf>

**MONTANA**

Montana Board of Regents  
Office of Commissioner of Higher Education  
Montana University System  
2500 Broadway Street  
P.O. Box 203201  
Helena, MT 59620-3201

Montana Office of Consumer Protection  
2225 11th Avenue  
P.O. Box 200151  
Helena, MT 59620-0151  
[contactocp@mt.gov](mailto:contactocp@mt.gov)  
<https://app.doj.mt.gov/apps/Oscar/>

**NEBRASKA**

Nebraska Coordinating Commission for Postsecondary Education  
P.O. Box 95005  
Lincoln, NE 68509-5005

Nebraska Department of Education  
Investigations Office  
301 Centennial Mall South  
P.O. Box 98987  
Lincoln, NE 68509-4987  
<http://www.education.ne.gov/PPCS/PDF%20Folders/PDF%20Documents/PPCS%20Forms/Complaint-form.pdf>

Nebraska Attorney General  
Consumer Protection Division  
2115 State Capitol  
Lincoln, NE 68509  
[http://www.ago.state.ne.us/consumer/emailforms/consumer\\_complaint.htm](http://www.ago.state.ne.us/consumer/emailforms/consumer_complaint.htm)  
Consumer Protection Hotline: (800) 727-6432

**NEVADA**

Nevada Commission on Postsecondary Education  
3663 East Sunset Road  
Suite 202  
Las Vegas, Nevada 89120  
<http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

**NEW HAMPSHIRE**

New Hampshire Postsecondary Education Commission  
3 Barrell Court #300  
Concord, NH 03301-8531  
<http://www.nh.gov/postsecondary/complaints>

**NEW JERSEY**

New Jersey Commission on Higher Education

P.O. Box 542

Trenton, NJ 08625

[nj\\_che@che.state.nj.us](mailto:nj_che@che.state.nj.us)

<http://www.state.nj.us/bpu/assistance/complaints/>

New Jersey Department of Labor and Workforce Development

1 John Fitch Plaza

P.O. Box 110

Trenton, NJ 08625-0110

[schoolapprovalunit@dol.state.nj.us](mailto:schoolapprovalunit@dol.state.nj.us)

[http://lwd.dol.state.nj.us/labor/forms\\_pdfs/edtrain/Conflict%20Resolution%20Questionnaire.pdf](http://lwd.dol.state.nj.us/labor/forms_pdfs/edtrain/Conflict%20Resolution%20Questionnaire.pdf)

New Jersey Division of Consumer Affairs

124 Halsey Street

Newark, New Jersey 07102

<http://www.nj.gov/oag/ca/complaint/ocp.pdf>

**NEW MEXICO**

New Mexico Higher Education Department

2048 Galisteo

Santa Fe, NM 87505

[http://hed.state.nm.us/Complaint\\_3.aspx](http://hed.state.nm.us/Complaint_3.aspx)

**NEW YORK**

New York Office of College and University Evaluation

New York State Education Department

5 North Mezzanine

Albany, NY 12234

[ocueinfo@mail.nysed.gov](mailto:ocueinfo@mail.nysed.gov)

<http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

New York Bureau of Proprietary School Supervision

New York State Education Department

99 Washington Avenue, Room 1613 OCP

Albany, New York 12234

New York State Department of State

Division of Consumer Protection

Consumer Assistance Unit

5 Empire State Plaza - Suite 2101

Albany, New York 12223-1556

<https://www1.consumer.state.ny.us/cpb/CauComplaintForm.html>

**NORTH CAROLINA**

North Carolina Community College System Office of Proprietary Schools

200 West Jones St.

Raleigh, North Carolina 27603

[http://www.nccommunitycolleges.edu/Proprietary\\_Schools/docs/PDFFiles/StdCompltForm.pdf](http://www.nccommunitycolleges.edu/Proprietary_Schools/docs/PDFFiles/StdCompltForm.pdf)

North Carolina Consumer Protection

Attorney General's Office

Mail Service Center 9001

Raleigh, NC 27699-9001

<http://www.ncdoj.gov/getdoc/59be4357-41f3-4377-b10f-3e8bd532da5f/Complaint-Form.aspx>

### **NORTH DAKOTA**

North Dakota Department of Career and Technical Education

State Capitol - 15th Floor

600 E. Boulevard Ave. Dept. 270

Bismarck, ND 58505-0610

[cte@nd.gov](mailto:cte@nd.gov)

North Dakota Consumer Protection Division

Office of Attorney General

Gateway Professional Center

1050 E Interstate Ave. Suite 200

Bismarck, ND 58503-5574

<http://www.ag.state.nd.us/cpat/PDFFiles/SFN7418.pdf>

### **OHIO**

Ohio State Board of Career Colleges and Schools

35 East Gay Street, Suite 403

Columbus, OH 43215-3138

<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

<http://scr.ohio.gov/LinkClick.aspx?fileticket=%2bwaKHWPRAH8%3d&tabid=68>

Ohio Board of Regents

30 East Broad Street, 36th floor

Columbus, OH 43215-3414

Ohio Attorney General

Consumer Protection Section

30 E. Broad St., 14th floor

Columbus, OH 43215-3400

<http://www.ohioattorneygeneral.gov/consumercomplaint>

### **OKLAHOMA**

Oklahoma State Regents for Higher Education

655 Research Parkway

Suite 200

Oklahoma City, OK 73104

Oklahoma State Board of Private Vocational Schools

3700 Classen Boulevard

Suite 250  
Oklahoma City, OK 731182864

Oklahoma Office of the Attorney General  
Consumer Protection Unit  
Attn: Investigative Analyst  
313 NE 21<sup>st</sup> Street  
Oklahoma City, OK 73105  
<http://www.oag.state.ok.us/oagweb.nsf/ccomp.html>

**OREGON**

Oregon Office of Degree Authorization  
1500 Valley River Drive  
Suite 100  
Eugene, OR 97401

Oregon Department of Education  
Private Career Schools Office  
255 Capitol Street NE  
Salem, OR 97310-0203  
<http://www.ode.state.or.us/search/page/?=325>

Oregon Attorney General  
Financial Fraud/Consumer Protection Section  
1162 Court St. NE  
Salem, OR 97301-4096  
<http://www.doj.state.or.us/finfraud/pdf/concompform.pdf>

**PENNSYLVANIA**

Pennsylvania Department of Education  
333 Market Street  
Harrisburg, PA 17126-0333  
[http://www.education.state.pa.us/portal/server.pt/community/compliance/7467/division\\_of\\_compliance\\_complaints\\_questions\\_and\\_answers/508846](http://www.education.state.pa.us/portal/server.pt/community/compliance/7467/division_of_compliance_complaints_questions_and_answers/508846)

Office of Attorney General  
Bureau of Consumer Protection  
14th Floor, Strawberry Square  
Harrisburg, PA 17120  
[http://www.attorneygeneral.gov/uploadedFiles/Complaints/BCP\\_Complaint\\_Form.pdf](http://www.attorneygeneral.gov/uploadedFiles/Complaints/BCP_Complaint_Form.pdf)

**PUERTO RICO**

Puerto Rico Council on Higher Education  
P.O. Box 1900  
San Juan, PR San Juan, PR  
00910-1900 00910-1900

Puerto Rico Department of Justice  
P.O. 9020192  
San Juan, Puerto Rico San Juan, Puerto Rico  
00902-0192 00902-0192

**RHODE ISLAND**

Rhode Island Board of Governors for Higher Education  
Shepard Building  
80 Washington Street  
Providence, RI 02903

Rhode Island Department of Attorney General  
Consumer Protection Unit  
150 South Main Street  
Providence, RI 02903  
<http://www.riag.state.ri.us/documents/consumer/ConsumerComplaintForm.pdf>

**SOUTH CAROLINA**

South Carolina Commission on Higher Education  
1333 Main Street, Suite 200  
Columbia, SC 29201  
[http://www.che.sc.gov/AcademicAffairs/License/Complaint\\_procedures\\_and\\_form.pdf](http://www.che.sc.gov/AcademicAffairs/License/Complaint_procedures_and_form.pdf)

**SOUTH DAKOTA**

South Dakota Board of Regents  
306 E. Capitol Ave, Suite 200  
Pierre, SD 57501-2545  
[http://www.che.sc.gov/AcademicAffairs/License/Complaint\\_procedures\\_and\\_form.pdf](http://www.che.sc.gov/AcademicAffairs/License/Complaint_procedures_and_form.pdf)

South Dakota Office of Attorney General  
Division of Consumer Protection  
1302 E Hwy 14 Suite 3  
Pierre SD 57501-8053  
<http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx>

**TENNESSEE**

Tennessee Higher Education Commission  
404 James Robertson Parkway  
Suite 1900  
Nashville, TN 37243  
<http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/Complaint%20Form.rtf>

**TEXAS**

Texas Workforce Commission  
Career Schools and Colleges - Room 226-T  
101 East 15th Street  
Austin, Texas 78778-0001  
<http://www.twc.state.tx.us/svcs/propschools/ps401a.pdf>

Texas Higher Education Coordinating Board  
1200 E. Anderson Lane  
Austin, Texas 78752

Office of the Attorney General  
Consumer Protection Division  
P.O. Box 12548  
Austin, TX 78711-2548  
<https://www.oag.state.tx.us/consumer/complaintform.pdf>

**UTAH**

Utah Division of Consumer Protection  
160 East 300 South  
Salt Lake City, Utah 84111  
[consumerprotection@utah.gov](mailto:consumerprotection@utah.gov)  
<http://consumerprotection.utah.gov/complaints/index.html>

**VERMONT**

Vermont Department of Education  
State Board of Education  
Vermont Department of Education  
120 State Street  
Montpelier, VT 05620-2501

Vermont Attorney General's Office  
109 State Street  
Montpelier, VT 05609-1001

**VIRGINIA**

State Council of Higher Education for Virginia  
101 N. 14TH St.  
James Monroe Building  
Richmond, VA 23219  
[communications@schev.edu](mailto:communications@schev.edu)  
<http://www.schev.edu/schev/formsIndex.asp>

**WASHINGTON**

Washington Higher Education Coordinating Board  
917 Lakeridge Way  
P.O. Box 43430  
Olympia, WA 98504-3430  
[dainfo@hecb.wa.gov](mailto:dainfo@hecb.wa.gov)  
<http://www.hecb.wa.gov/autheval/daa/ConsumerInformation.asp>

Washington Workforce Training and Education Coordinating Board  
128 10th Avenue SW  
P.O. Box 43105

Olympia, WA 98504-3105

[workforce@wtb.wa.gov](mailto:workforce@wtb.wa.gov)

[http://www.wtb.wa.gov/PCS\\_Complaints.asp](http://www.wtb.wa.gov/PCS_Complaints.asp) (instructions)

Washington State Office of the Attorney General

1125 Washington Street SE

P.O. Box 40100

Olympia, WA 98504-0100

<https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx>

### **WEST VIRGINIA**

West Virginia Higher Education Policy Commission

1018 Kanawha Blvd E., Ste 700

Charleston WV 25301-2800

[http://wvhepcnew.wvnet.edu/index.php?option=com\\_content&task=view&id=224](http://wvhepcnew.wvnet.edu/index.php?option=com_content&task=view&id=224)

Community and Technical College System of West Virginia

1018 Kanawha Blvd. E., Ste. 700

Charleston WV 25301

West Virginia Office of the Attorney General

Consumer Protection Division

P.O. Box 1789

Charleston, WV 25326-1789

<http://www.wvago.gov/pdf/general-consumer-complaint-form.pdf>

### **WISCONSIN**

Wisconsin Educational Approval Board

30 W. Mifflin St., 9<sup>th</sup> Floor

P.O. Box 8696

Madison, WI 53708

[eabmail@eab.state.wi.us](mailto:eabmail@eab.state.wi.us)

<http://eab.state.wi.us/resources/complaint.asp>

### **WYOMING**

Wyoming Department of Education

2300 Capitol Avenue

Hathaway Building, 2<sup>nd</sup> Floor

Cheyenne, WY 82002-0050

Attorney General's Office

123 Capitol Building

200 W. 24th Street

Cheyenne, WY 82002

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