

## Higher Education Consumer Complaint Information – By State

<u>State</u>	<u>Office</u>
<b>Alabama</b>	<b>Alabama Commission on Higher Education</b> PO Box 302000 Montgomery, AL 36130-2000 <a href="https://ache.edu/NRI.aspx">https://ache.edu/NRI.aspx</a>
<b>Alaska</b>	<b>Alaska Commission on Postsecondary Education</b> PO Box 110505 Juneau, AK 99811-0505 <a href="https://acpe.alaska.gov/ConsumerProtection">https://acpe.alaska.gov/ConsumerProtection</a>
<b>Arizona</b>	<b>Arizona State Board for Private Postsecondary Education</b> 1400 W. Washington Street, Room 260 Phoenix, AZ 85007 <a href="https://ppse.az.gov/complaint">https://ppse.az.gov/complaint</a>
<b>Arkansas</b>	<b>Arkansas Higher Education Coordinating Board</b> Arkansas Department of Higher Education 423 Main Street, Suite 400 Little Rock, AR 72201 <a href="https://www.adhe.edu/students-parents/colleges-universities/student-grievance-form">https://www.adhe.edu/students-parents/colleges-universities/student-grievance-form</a>
<b>California</b>	<b>California Bureau for Private Postsecondary Education</b> PO Box 980818, W. Sacramento, CA 95798-0818 <a href="http://www.bppe.ca.gov/forms_pubs/complaint.pdf">http://www.bppe.ca.gov/forms_pubs/complaint.pdf</a>
<b>Colorado</b>	<b>Colorado Department of Higher Education</b> 1560 Broadway, Suite 1600 Denver, Colorado 80202 <a href="http://highered.colorado.gov/Academics/Complaints/default.html">http://highered.colorado.gov/Academics/Complaints/default.html</a>
<b>Connecticut</b>	<b>Office of Higher Education</b> 61 Woodland Street Hartford, CT 06105-2326 <a href="http://www.ctohe.org/StudentComplaints.shtml">http://www.ctohe.org/StudentComplaints.shtml</a>
<b>Delaware</b>	<b>Delaware Higher Education Office</b> John G. Townsend Building, 401 Federal St., Suite 2 Dover, DE 19901 <a href="http://www.doe.k12.de.us/sara">http://www.doe.k12.de.us/sara</a>  <b>Delaware Attorney General Consumer Protection Wilmington</b> 820 N. French Street 5th floor Wilmington, DE 19801 <a href="mailto:consumer.protection@state.de.us">consumer.protection@state.de.us</a> <a href="http://attorneygeneral.delaware.gov/contact/">http://attorneygeneral.delaware.gov/contact/</a>
<b>District of Columbia</b>	<b>District of Columbia Office of the State Superintendent of Education</b> Higher Education Licensure Commission 810 First Street, NE, 2nd Floor, Washington, DC 20002 <a href="https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints">https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints</a>
<b>Florida</b>	<b>Florida Department of Education Commission for Independent Education</b> 325 W. Gaines Street, Suite 1414 Tallahassee, FL 32399-0400 <a href="http://www.fldoe.org/policy/cie/file-a-complaint.shtml">http://www.fldoe.org/policy/cie/file-a-complaint.shtml</a>

<u>State</u>	<u>Office</u>
<b>Georgia</b>	<b>Georgia Nonpublic Postsecondary Education Commission</b> 2082 E. Exchange Pl. #220 Tucker, GA 30084-5334 <a href="https://gnpec.georgia.gov/student-complaints">https://gnpec.georgia.gov/student-complaints</a>
<b>Hawaii</b>	<b>Hawaii Postsecondary Education Authorization Program</b> Department of Commerce and Consumer Affairs P.O. Box 541 Honolulu, Hawaii 96809 <a href="http://cca.hawaii.gov/hpeap/student-complaint-process/">http://cca.hawaii.gov/hpeap/student-complaint-process/</a>
<b>Idaho</b>	<b>Idaho State Board of Education</b> Attn: State Coordinator for Private Colleges and Proprietary Schools 650 West State Street PO Box 83720 Boise, ID 83720-0037 <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>
<b>Illinois</b>	<b>Illinois Board of Higher Education</b> 1 North Old State Capitol Plaza, Suite 333 Springfield, Illinois 62701 <a href="http://complaints.ibhe.org/">http://complaints.ibhe.org/</a>
<b>Indiana</b>	<b>Indiana Commission for Higher Education</b> 101 W. Ohio Street, Suite 670 Indianapolis, IN 46204 <a href="http://www.in.gov/che/2744.htm">http://www.in.gov/che/2744.htm</a>
<b>Iowa</b>	<b>Iowa Student Aid Commission</b> 430 E. Grand Ave., 3rd Floor Des Moines, IA 50309 <a href="https://www.iowacollegeaid.gov/StudentComplaintForm">https://www.iowacollegeaid.gov/StudentComplaintForm</a>
<b>Kansas</b>	<b>Kansas Board of Regents</b> 1000 SW Jackson Street, Suite 520 Topeka, KS 66612-1368 <a href="http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process">http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process</a>
<b>Kentucky</b>	<b>Kentucky Council on Postsecondary Education</b> Director of Postsecondary Learning 1024 Capital Center Dr. #320 Frankfort, KY 40601-7512 <a href="http://cpe.ky.gov/campuses/consumer_complaint.html">http://cpe.ky.gov/campuses/consumer_complaint.html</a>
	<b>Louisiana Board of Regents</b> P.O. Box 3677 Baton Rouge, LA 70821-3677 <a href="https://regents.la.gov/students-parents/student-complaint-process/">https://regents.la.gov/students-parents/student-complaint-process/</a>
	<b>Louisiana Attorney General Office, Consumer Protection Section</b> PO Box 94005 Baton Rouge, LA 70804-9005 <a href="mailto:ConsumerInfo@ag.state.la.us">ConsumerInfo@ag.state.la.us</a> , 1-800-351-4889, 225-326-6465 <a href="https://www.ag.state.la.us/Page/ConsumerDispute">https://www.ag.state.la.us/Page/ConsumerDispute</a>
<b>Maine</b>	<b>Maine Department of Education</b> 23 State House Station Augusta, ME 04333-0023 <a href="https://www.maine.gov/doe/cds/dueprocess">https://www.maine.gov/doe/cds/dueprocess</a>
	<b>Maine Attorney General, Consumer Protection Division</b> 6 State House Station Augusta, ME 04333

<u>State</u>	<u>Office</u>
	<a href="http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml">http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml</a>
<b>Maryland</b>	<p><b>Maryland Higher Education Commission</b> 6 North Liberty Street, 10th Floor Baltimore, MD 21201 <a href="https://mhec.maryland.gov/institutions_training/Pages/career/pcs/complaint.aspx">https://mhec.maryland.gov/institutions_training/Pages/career/pcs/complaint.aspx</a></p> <p><b>Office of the Attorney General, Consumer Protection Division</b> 200 St. Paul Place Baltimore, MD 21202 Consumer Protection Hotline: (410) 528-8662 <a href="mailto:consumer@oag.state.md.us">consumer@oag.state.md.us</a> <a href="http://www.oag.state.md.us/Consumer/complaint.htm">http://www.oag.state.md.us/Consumer/complaint.htm</a></p>
<b>Massachusetts</b>	<p><b>Massachusetts Board of Higher Education</b> One Ashburton Place, Room 1401 Boston, MA 02108 <a href="https://www.mass.edu/forstufam/complaints/complaints.asp">https://www.mass.edu/forstufam/complaints/complaints.asp</a></p> <p><b>Massachusetts Division of Professional Licensure</b> Office of Private Occupational School Education 1000 Washington Street Boston, MA 02118 <a href="https://www.mass.gov/files/documents/2016/07/vs/complaint_0.pdf">https://www.mass.gov/files/documents/2016/07/vs/complaint_0.pdf</a></p>
<b>Michigan</b>	<p><b>Michigan Department of Licensing and Regulatory Affairs</b> Corporations, Securities &amp; Commercial Licensing Bureau Administrative Services Section-Complaint Intake PO Box 30018 Lansing, MI 48909 <a href="https://www.michigan.gov/lara/">https://www.michigan.gov/lara/</a></p>
<b>Minnesota</b>	<p><b>Minnesota Office of Higher Education</b> 1450 Energy Park Drive, Suite 350 St. Paul, MN 55108-5227 <a href="http://www.ohe.state.mn.us/mPg.cfm?pageID=1078">http://www.ohe.state.mn.us/mPg.cfm?pageID=1078</a></p>
<b>Mississippi</b>	<p><b>Mississippi Commission on College Accreditation</b> 3825 Ridgewood Road Jackson, MS 39211-6453 <a href="http://www.mississippi.edu/mcca/student_complaint_process.asp">http://www.mississippi.edu/mcca/student_complaint_process.asp</a></p>
<b>Missouri</b>	<p><b>Missouri Department of Higher Education</b> 205 Jefferson Street PO Box 1469 Jefferson City, MO 65102-1469 <a href="https://dhewd.mo.gov/">https://dhewd.mo.gov/</a></p>
<b>Montana</b>	<p><b>Montana University System</b> Office of Commissioner of Higher Education 2500 Broadway Street PO Box 203201 Helena, MT 59620-3201 <a href="https://mus.edu/MUS-Statement-of-Complaint-Process.asp">https://mus.edu/MUS-Statement-of-Complaint-Process.asp</a></p> <p><b>Montana Office of Consumer Protection</b> Physical Address: 555 Fuller Avenue, Helena, MT 59601-3394 Mailing Address: PO Box 200151 Helena, MT 59620-0151 <a href="mailto:contactocp@mt.gov">contactocp@mt.gov</a> <a href="https://dojmt.gov/consumer/">https://dojmt.gov/consumer/</a></p>
<b>Nebraska</b>	<p><b>Nebraska Coordinating Commission for Postsecondary Education</b> PO Box 95005 Lincoln, NE 68509-5005</p>

<u>State</u>	<u>Office</u>
	<p><a href="https://ccpe.nebraska.gov/">https://ccpe.nebraska.gov/</a></p> <p><b>Nebraska Attorney General, Consumer Protection Division</b>            2115 State Capitol            Lincoln, NE 68509 Consumer Protection Hotline: (800) 727-6432  <a href="https://protectthegoodlife.nebraska.gov/file-consumer-complaint">https://protectthegoodlife.nebraska.gov/file-consumer-complaint</a></p>
<b>Nevada</b>	<p><b>Nevada Commission on Postsecondary Education</b>            8778 S Maryland Parkway, Suite 115            Las Vegas, NV 89123  <a href="http://cpe.nv.gov/Students/Students_Home/">http://cpe.nv.gov/Students/Students_Home/</a></p>
<b>New Hampshire</b>	<p><b>New Hampshire Department of Education</b>            Division of Higher Education            101 Pleasant Street            Concord, NH 03301-3494  <a href="https://www.education.nh.gov/">https://www.education.nh.gov/</a></p>
<b>New Jersey</b>	<p><b>New Jersey Office of the Secretary of Higher Education</b>            20 West State Street 4th Floor, PO Box 542            Trenton, NJ 08625  <a href="https://www.state.nj.us/highereducation/">https://www.state.nj.us/highereducation/</a></p>
<b>New Mexico</b>	<p><b>New Mexico Higher Education Department</b>            2048 Galisteo Street            Santa Fe, NM 87505-2100  <a href="https://hed.state.nm.us/students-parents/student-complaints">https://hed.state.nm.us/students-parents/student-complaints</a></p>
<b>New York</b>	<p><b>New York State Education Department</b>            Office of College and University Evaluation            EBA Room 960 89 Washington Ave            Albany, NY 12234  <a href="http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html">http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</a></p>
<b>North Carolina</b>	<p><b>University of North Carolina General Administration</b>            North Carolina Post-Secondary Education Complaints            910 Raleigh Road            Chapel Hill, NC 27515-2688  <a href="https://www.northcarolina.edu/">https://www.northcarolina.edu/</a></p>
<b>North Dakota</b>	<p><b>North Dakota University System</b>            Director of Distance Education and State Authorization            600 East Boulevard Ave            Bismarck, ND 58505-0230  <a href="https://ndus.edu/">https://ndus.edu/</a></p> <p><b>North Dakota Consumer Protection Division</b>            Office of Attorney General Consumer Protection Division            Gateway Professional Center            1050 E Interstate Ave. Suite 200            Bismarck, ND 58503-5574  <a href="https://attorneygeneral.nd.gov/consumer-resources/consumer-complaints">https://attorneygeneral.nd.gov/consumer-resources/consumer-complaints</a></p>
<b>Ohio</b>	<p><b>Ohio Department of Higher Education</b>            25 South Front Street            Columbus, OH 43215  <a href="https://www.ohiohighered.org/students/complaints">https://www.ohiohighered.org/students/complaints</a></p> <p><b>Ohio Attorney General, Consumer Protection Section</b>            30 E. Broad St., 14th Floor</p>

<u>State</u>	<u>Office</u>
	<p>Columbus, OH 43215-3400  <a href="http://www.ohioattorneygeneral.gov/Files/Forms/Forms-for-Consumers/ConsumerComplaintForm3292012-pdf.aspx">http://www.ohioattorneygeneral.gov/Files/Forms/Forms-for-Consumers/ConsumerComplaintForm3292012-pdf.aspx</a></p>
<b>Oklahoma</b>	<p><b>Oklahoma State Regents for Higher Education</b>          655 Research Parkway, Suite 200          Oklahoma City, OK 73104  <a href="http://www.okhighered.org/current-college-students/complaints.shtml">http://www.okhighered.org/current-college-students/complaints.shtml</a></p> <p><b>Oklahoma Office of the Attorney General</b>          Consumer Protection Unit Attn: Investigative Analyst          313 NE 21st Street          Oklahoma City, OK 73105  <a href="http://www.oag.ok.gov/">http://www.oag.ok.gov/</a></p>
<b>Oregon</b>	<p><b>Oregon Higher Education Coordinating Commission</b>          Office of Degree Authorization          775 Court Street NE Salem, OR 97301  <a href="https://www.oregon.gov/highered/Pages/index.aspx">https://www.oregon.gov/highered/Pages/index.aspx</a></p> <p><b>Oregon Attorney General</b>          Financial Fraud/Consumer Protection Section          1162 Court St. NE          Salem, OR 97301-4096  <a href="http://www.doj.state.or.us/consumer/pdf/consumer_complaint.pdf">http://www.doj.state.or.us/consumer/pdf/consumer_complaint.pdf</a></p>
<b>Pennsylvania</b>	<p><b>Pennsylvania Department of Education</b>          Bureau of Postsecondary and Adult Education          333 Market Street, 12th Floor          Harrisburg, PA 17126-0333  <a href="https://www.education.pa.gov/Pages/default.aspx">https://www.education.pa.gov/Pages/default.aspx</a></p> <p><b>Office of Attorney General, Bureau of Consumer Protection</b>          14th Floor, Strawberry Square          Harrisburg, PA 17120  <a href="https://www.attorneygeneral.gov/Quick Links/Pennsylvania Attorney General Complaint Forms/">https://www.attorneygeneral.gov/Quick Links/Pennsylvania Attorney General Complaint Forms/</a></p>
<b>Rhode Island</b>	<p><b>Rhode Island Office of the Postsecondary Commissioner</b>          560 Jefferson Boulevard, Suite 100          Warwick, RI 02886  <a href="http://www.ribghe.org/pdfs/BOGStudentComplaintProcessI011012.pdf">http://www.ribghe.org/pdfs/BOGStudentComplaintProcessI011012.pdf</a></p> <p><b>Rhode Island Department of Attorney General, Consumer Protection Unit</b>          150 South Main Street          Providence, RI 02903  <a href="http://www.riag.ri.gov/ConsumerProtection/About.php">http://www.riag.ri.gov/ConsumerProtection/About.php</a></p>
<b>South Carolina</b>	<p><b>South Carolina Commission on Higher Education</b>          1122 Lady St., Suite 300          Columbia, SC 29201  <a href="https://www.che.sc.gov/">https://www.che.sc.gov/</a></p>
<b>South Dakota</b>	<p><b>South Dakota Secretary of State</b>          500 East Capitol Avenue          Pierre, SD 57501-5070 <a href="mailto:SOS.EDU@state.sd.us">SOS.EDU@state.sd.us</a>  <a href="https://sdsos.gov/">https://sdsos.gov/</a></p>
<b>Tennessee</b>	<p><b>Tennessee Higher Education Commission</b>          Division of Postsecondary School Authorization          Parkway Towers, Suite 1900</p>

<u>State</u>	<u>Office</u>
	404 James Robertson Parkway Nashville, TN 37243-0830 <a href="https://www.tn.gov/thec.html">https://www.tn.gov/thec.html</a>
<b>Texas</b>	<b>Texas Higher Education Coordinating Board</b> 1200 E. Anderson Lane Austin, TX 78752 <a href="http://www.thecb.state.tx.us/">http://www.thecb.state.tx.us/</a>  <b>Office of the Attorney General Consumer Protection Division</b> PO Box 12548 Austin, TX 78711-2548 <a href="https://www.texasattorneygeneral.gov/cpd/file-a-consumer-complaint">https://www.texasattorneygeneral.gov/cpd/file-a-consumer-complaint</a>
<b>Utah</b>	Utah System of Higher Education Board of Regents Building The Gateway 60 South 400 West Salt Lake City, Utah 84101 <a href="https://ushe.edu/">https://ushe.edu/</a>
<b>Vermont</b>	<b>Vermont Agency of Education</b> 219 North Main Street, Suite 402 Barre, VT 05641 <a href="https://education.vermont.gov/documents/postsecondary-programcomplaint-resolution">https://education.vermont.gov/documents/postsecondary-programcomplaint-resolution</a>  <b>Vermont Attorney General's Office</b> 109 State Street Montpelier, VT 05609-1001 <a href="https://www.uvm.edu/consumer/?Page=complaint.html">https://www.uvm.edu/consumer/?Page=complaint.html</a>
<b>Virginia</b>	<b>State Council of Higher Education for Virginia</b> 101 N. 14th St., 10th Floor James Monroe Building Richmond, VA 23219 <a href="https://www.virginia.gov/agencies/state-council-of-higher-education-for-virginia/">https://www.virginia.gov/agencies/state-council-of-higher-education-for-virginia/</a>
<b>Washington</b>	<b>Washington Student Achievement Council</b> 917 Lakeridge Way SW Olympia, WA 98502 <a href="http://www.wsac.wa.gov/student-complaints">http://www.wsac.wa.gov/student-complaints</a>  <b>Washington Workforce Training and Education Coordinating Board</b> 128 10th Avenue SW P.O. Box 43105 Olympia, WA 98504 <a href="https://wsac.wa.gov/">https://wsac.wa.gov/</a>
<b>West Virginia</b>	<b>West Virginia Higher Education Policy Commission</b> 1018 Kanawha Blvd E., Suite 700 Charleston, WV 25301 <a href="http://www.wvhepc.edu/wp-content/uploads/2019/07/Student-Complaint-Process.pdf">http://www.wvhepc.edu/wp-content/uploads/2019/07/Student-Complaint-Process.pdf</a>
<b>Wisconsin</b>	<b>Wisconsin Educational Approval Board</b> 431 Charmany Drive, Suite 102 Madison, WI 53719 <a href="https://dsps.wi.gov/Pages/Programs/EducationalApproval/Student.aspx">https://dsps.wi.gov/Pages/Programs/EducationalApproval/Student.aspx</a>
<b>Wyoming</b>	<b>Wyoming Department of Education</b> 2300 Capitol Avenue, Hathaway Building, 2nd Floor Cheyenne, WY 82002-0050 <a href="https://edu.wyoming.gov/beyond-the-classroom/schoolprograms/private-school-licensing/">https://edu.wyoming.gov/beyond-the-classroom/schoolprograms/private-school-licensing/</a>

<u>State</u>	<u>Office</u>
<b><u>Territories</u></b>	
<b>Guam</b>	Not yet developed
<b>Puerto Rico</b>	<p><b>Education Council of Puerto Rico (Consejo de Educación de Puerto Rico)</b>            PO Box 19900            San Juan, PR 00910-1900  <a href="http://www.agencias.pr.gov/agencias/cepr/inicio/Pages/default.aspx">http://www.agencias.pr.gov/agencias/cepr/inicio/Pages/default.aspx</a></p> <p><b>Puerto Rico Department of Justice</b>            P.O. Box 9020192            San Juan, PR 00902  <a href="https://www.justice.gov/actioncenter/submit-complaint">https://www.justice.gov/actioncenter/submit-complaint</a></p>
<b>U.S. Virgin Islands</b>	<p>Government of the United States Virgin Islands Department of Education, Office of the Commissioner            1834 Kongens Gade            St. Thomas, V.I. 00802  <a href="http://www.vide.vi/">http://www.vide.vi/</a></p>