Student Complaint Information by State and Agency - September 2015

Please note: Whenever possible this report used language provided by the state agency through the SHEEO Survey. In some cases email correspondence and web site reviews were also incorporated.

State	Agency Name	Link to and/or Information about Complaint Process
Alabama	Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning	Complaints for out-of-state institutions are referred to the Alabama Department of Postsecondary Education (ADPE) for response. Please see the ADPE link below. For in-state institutions, contacts are posted to the ACHE website at http://www.ache.state.al.us/
	Alabama Department of Postsecondary Education - Office of Private School Licensing Division	https://www.accs.cc/index.cfm/school-licensure/complaints/
Alaska	Alaska Commission on Postsecondary Education	http://acpe.alaska.gov/ABOUT_US/Consumer_Protection
Arizona	Arizona State Board for Private Postsecondary Education	https://ppse.az.gov/complaint
Arkansas	Arkansas Department of Higher Education	http://www.adhe.edu/students-parents/colleges-universites/student-grievance-form/
	Arkansas State Board of Private Career Education	http://sbpce.arkansas.gov/students/Pages/complaintProcess.aspx
California	Bureau for Private Postsecondary Education	http://www.bppe.ca.gov/enforcement/complaint.shtml
Colorado	Colorado Department of Higher Education	http://highered.colorado.gov/Academics/Complaints/default.html
	Division of Private Occupational Schools	http://highered.colorado.gov/DPOS/Students/complaint.html
Connecticut	The Office of Financial and Academic Affairs for Higher Education	http://www.ctohe.org/StudentComplaints.shtml
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 web site is functional, please write or call for more information. The Delaware Department of Education; Teacher and Administrator Quality; John W. Collette Resource Center; 35 Commerce Way; Dover, DE 19904. The Delaware Department of Education phone number is 302-857-3388.
District of Columbia	Education Licensure Commission	http://osse.dc.gov/service/education-licensure-commission-elc-public-complaints
Florida	Commission for Independent Education-Department of Education	http://www.fldoe.org/policy/cie/file-a-complaint.stml
Georgia	Nonpublic Postsecondary Education Commission	http://gnpec.org/consumer-resources/

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Hawaii	Hawaii Post-Secondary Education Authorization	http://cca.hawaii.gov/hpeap/student-complaint-process/
Idaho	Idaho State Board of Education	http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp
Illinois	Illinois Board of Higher Education	http://complaints.ibhe.org/
Indiana	Indiana Department of Workforce Development	http://www.in.gov/dwd/2731.htm
	Indiana Commission on Proprietary Education	http://www.in.gov/che/2744.htm
Iowa	Iowa College Student Aid Commission	https://www.iowacollegeaid.gov/content/constituent-request-review
Kansas	Kansas Board of Regents	http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process
Kentucky	Kentucky Council on Postsecondary Education	http://cpe.ky.gov/forstudents/consumercomplaints/
	Kentucky Commission on Proprietary Education	http://www.kcpe.ky.gov/
Louisiana	Louisiana Board of Regents	http://www.regents.la.gov/subhome/students http://www.regents.la.gov/page/proprietary-schools
Maine	Maine Department of Education, Office of Higher Education Services	http://www.maine.gov/doe/highered/sara/
Maryland	Maryland Higher Education Commission	http://www.mhec.state.md.us/career/pcs/gripe.asp
Massachusetts	Massachusetts Division of Professional Licensure Office of Private Occupational School Education	http://www.mass.gov/ocabr/government/oca-agencies/dpl-lp/schools/students/information-for-students.html
	Massachusetts Department of Higher Education	http://www.mass.edu/forstudents/complaints/complaintprocess.asp
Michigan	Michigan Department of Licensing and Regulatory Affairs	http://www.michigan.gov/lara/0,4601,7-154-61343_35395_35396-139958--,00.html
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/
	Commission on Proprietary School and College	http://www.sbcjc.cc.ms.us/program/psDefault.aspx
Missouri	Missouri Department of Higher Education	http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf

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Montana	Montana University System, Montana Board of	http://www.mus.edu/MUS-statement-of-complaint-process.asp
Nebraska	Nebraska Department of Education, Private Postsecondary Career Schools	http://www.education.ne.gov/PPCS/PPCS%20Forms.html
	Nebraska Coordinating Commission for Postsecondary Education	http://www.ccpe.state.ne.us/PublicDoc/Ccpe/Complaint.asp
Nevada	Nevada Commission on Postsecondary Education	http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm
New Hampshire	Department of Education, Division of Higher Education, Higher Education Commission	http://www.education.nh.gov/highered/compliance-allegation.htm
New Jersey	New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information	http://lwd.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/institutions/complaints.aspx
New York	Office of College and University Evaluation	http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html
	Bureau of Proprietary School Supervision, New York State Education Department	http://www.acces.nysed.gov/bpss/student-rights
North Carolina	The University of North Carolina Board of Governors	http://www.northcarolina.edu/?q=complaints
	The North Carolina Community College System (Office of Proprietary School Services)	http://www.nccommunitycolleges.edu/proprietary-schools
North Dakota	North Dakota State Board for Career and Technical	http://www.nd.gov/cte/private-post-inst/
	North Dakota University Sytem	http://www.ndus.edu/system/state-authorization/
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	http://www.okhighered.org/current-college-students/complaints.shtml
	Oklahoma Board of Career and Technology	http://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/comments-
	The Oklahoma Board of Private Schools	A Form is available by request to the OBPVS Staff, but is not required. Unless a safety or other issue requiring an in-person investigation is alleged, a "Student," complaint will be accepted and sent to the institution for a response that may then be forwarded to the complainant for further input. Nora Ann House, Director, 3700 N. Classen Blvd., Ste. 250, Oklahoma City, OK

State	Agency Name	Link to and/or Information about Complaint Process
Oregon	Office of Degree Authorization	http://www.oregonstudentaid.gov/oda.aspx
	Department of Education Private and Career Schools	http://www.ode.state.or.us/search/page/?id=325
Pennsylvania	Department of Education	http://www.education.pa.gov/Migration/Documents/Higher%20Education%20Complaint%20Form_Rev.%20May%2020_13.pdf
Puerto Rico	Puerto Rico Council on Education	http://www2.pr.gov/agencias/cepr/Pages/default.aspx
Rhode Island	Rhode Island Board of Governors for Higher	http://www.ribghe.org/students.htm
South Carolina	South Carolina Commission on Higher Education	http://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.
South Dakota	Secretary of State	http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx
Tennessee	Tennessee Higher Education Commission	https://www.tn.gov/thec/article/consumer-services
Texas	Texas Workforce Commission	http://www.twc.state.tx.us/svcs/propschools/problem-school.html
	Texas Higher Education Coordinating Board	http://www.thecb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9
Utah	Utah Division of Consumer Protection	http://consumerprotection.utah.gov/complaints/index.html
Vermont	Vermont State Board of Education	http://education.vermont.gov/new/pdfdoc/pgm_postsecondary/EDU-
Virginia	Private & Out-of-State Postsecondary Education, State Council of Higher Education	http://www.schev.edu/students/studentcomplaint.asp
Washington	Washington Student Achievement Council	http://www.wsac.wa.gov/protecting-education-consumers
	Washington Workforce Training and Education Coordinating Board	http://www.wtb.wa.gov/PCS_Complaints.asp
West Virginia	West Virginia Higher Education Policy Commission	http://www.wvctcs.org/index.php/2013-06-28-14-21-50/student-complaint-process
	West Virginia Council for Community & Technical College Education	http://www.wvctcs.org/index.php/2013-06-28-14-21-50/student-complaint-process
Wisconsin	Wisconsin Educational Approval Board	http://eab.state.wi.us/resources/complaint.asp
Wyoming	Wyoming Department of Education	http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/

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*Based upon the SHEEO (State Higher Education Executive Officers) "Compendium of (State Authorization) Laws and Regulatory Practices," this 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 NCHEMS (National Center for Higher Education Management Systems) in gathering, updating and compiling the information		