

State Contact Information for Student Complaints

(*Many states do not require specific authorization or licensure for their residents to enroll in online programs.)

ALABAMA

Alabama Commission on Higher Education

P. O. Box 302000

Montgomery, AL 36130-2000

<http://www.accs.cc/complaintform.aspx>

ALASKA

Alaska Commission on Postsecondary Education

PO Box 110505

Juneau, AK 99811-0505

customer.service@alaska.gov

Alaska Office of Attorney General Consumer Protection Unit

Anchorage, AK 9950

attorney.general@alaska.gov

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

ARKANSAS

Arkansas Higher Education Coordinating Board Arkansas Department of Higher Education

114 East Capitol Ave

Little Rock, AR 72201

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

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 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

Connecticut Department of Consumer Protection

165 Capitol Avenue, Room 110
Hartford CT 06106

trade.practices@ct.gov

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

Delaware Attorney General Consumer Protection Wilmington:

820 N. French Street, 5th floor Wilmington, DE 19801

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/se0/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

<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

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

ILLINOIS

Illinois Board of Higher Education

431 East Adams, 2nd Floor
Springfield, Illinois 62701-1404
info@ibhe.org
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/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 College Student Aid Commission

430 E. Grand Ave., 3rd floor
Des Moines, IA 50309
Toll-Free Phone: (877) 272-4456, option 4
<https://www.iowacollegeaid.gov/content/contact-iowa-college-aid>
Webpage for student concerns and complaints:
<https://www.iowacollegeaid.gov/content/constituent-request-review>

KANSAS

Kansas Board of Regents

1000 SW Jackson Street, Suite 520
Topeka, KS 66612-1368
http://kansasregents.org/resources/PDF/Academic_Affairs/3257-ComplaintForm_SARainstitutions.pdf

KENTUCKY

Kentucky Council on Postsecondary Education

1024 Capital Center Dr., #320
Frankfort, KY 40601-7512

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

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

Maine Attorney General, Consumer Protection Division

6 State House Station

Augusta, ME 04333

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/pes/gripe.asp>

Maryland Attorney General, Consumer Protection Division

200 St. Paul Place

Baltimore, MD 21202

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 Labor & Economic Growth 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/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

MISSOURI

Missouri Department of Higher Education

205 Jefferson Street, P.O. Box 1469

Jefferson City, MO 65102-1469

info@dhe.mo.gov

MONTANA

Montana Board of Regents Office of Commissioner of Higher Education, Montana University System

2500 Broadway Street

PO 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

<http://www.doj.mt.gov/consumer/consumer/consumercomplaint/complaintform.pdf>

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%20 Documents/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

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

PO Box 542

Trenton, NJ 08625

nj_che@che.state.nj.us

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

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://www.hed.state.nm.us/uploads/FileLinks/b23fc959f37c44bb8e3caae612e0dba7/PPS%20Complaint%20 Form.pdf>

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

<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

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

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/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 21st 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/teachlearn/specialty/pcs/forms/complaint-procedures.doc>

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

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

PUERTO RICO

Puerto Rico Council on Higher Education

PO Box 1900
San Juan, PR
00910-1900

Puerto Rico Department of Justice

PO 9020192
San Juan, PR
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

SOUTH DAKOTA

South Dakota Board of Regents

306 E. Capitol Ave, Suite 200
Pierre, SD 57501-2545

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

PO 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

<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

<http://www.schev.edu/forms/StudentComplaintInformation.pdf>

WASHINGTON

Washington Higher Education Coordinating Board

917 Lakeridge Way

PO Box 43430

Olympia, WA 98504-3430

dainfo@hecb.wa.gov

<http://www.hecb.wa.gov/autheval/daa/ConsumerInformation.asp>

Washington Workforce Training and Education Coordinating Board

128 10th Avenue SW, PO Box 43105

Olympia, WA 98504-3105

workforce@wtb.wa.gov

http://www.wtb.wa.gov/PCS_Complaints.asp (instructions)

Washington State Office of the Attorney General

1125 Washington Street SE, PO Box 40100

Olympia, WA 98504-0100

<https://fortress.wa.gov/atg/formhandler/ago/ContactForm.aspx?subject=Consumer%20Protection> (email)

<https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx> (complaint form)

WEST VIRGINIA

West Virginia Higher Education Policy Commission

1018 Kanawha Blvd E., Ste 700
Charleston WV 25301-2800

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

PO 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., 9th Floor P.O. Box 8696

Madison, WI 53708

eabmail@eab.state.wi.us

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

WYOMING

Wyoming Department of Education

2300 Capitol Avenue

Hathaway Building, 2nd Floor

Cheyenne, WY 82002-0050

Attorney General's Office

123 Capitol Building

200 W. 24th Street

Cheyenne, WY 82002

** This list includes contact information for all 50 states, the District of Columbia, and Puerto Rico and 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 an institution is required to be licensed in that state.*