

State Agency and Accrediting Agency Contact Information

Accrediting Agency

- New England Association of Schools and Colleges
3 Burlington Woods Drive, Suite 100,
Burlington, MA 01803
<http://cihe.neasc.org/downloads/COMPLAINTFORM.doc>

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
http://www.law.state.ak.us/pdf/consumer/Form_complaint.pdf
- Alaska Office of Attorney General
Consumer Protection Unit 1031 W. Fourth Avenue
Suite 200 Anchorage, AK 99501
attorney.general@alaska.gov

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>

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
dcp.frauds@ct.gov
http://www.ct.gov/dcp/lib/dcp/consumer_statement_cpfr-2.pdf

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/service/public-complaints>

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
- Illinois Attorney General
Consumer Fraud Bureau
500 South Second Street
Springfield, IL 62706
<http://www.illinoisattorneygeneral.gov/consumers/conscomp.pdf>

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. 12th Street
5th Floor

Des Moines, IA 50319
info@iowacollegeaid.gov
<http://www.iowacollegeaid.gov/constituentrequest.asp>

Kansas

- Kansas Board of Regents
1000 SW Jackson Street
Suite 520
Topeka, KS 66612-1368
<http://www.kansasregents.org/resources/PDF/524-ComplaintProcedureandForm.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

Louisiana

- Louisiana Attorney General Office, Consumer Protection Section
P.O. Box 94005, Baton Rouge, LA 70804
ConsumerInfo@ag.state.la.us, 1-800-351-4889, 225-326-6465
<http://www.ag.state.la.us/Complaint.aspx?articleID=16&catID=15>
Complaints can also be sent: Attn: Nancy Beall or Dr. Larry Trembly, P.O. Box 3677, Baton Rouge, LA 70821-3677

Maine

- Maine Department of Education
Harry Osgood - Complaints
23 State House Station
Augusta, ME 04333-0023
harry.osgood@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/highered/acadAff/MHECStudentComplaintProcess.pdf>
- **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 Licensing and Regulatory Affairs, Bureau of Commercial Services, Licensing Division**
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)

Mississippi

- **Mississippi Commission on College Accreditation**
3825 Ridgewood Road, Jackson, MS 39211-6453
- **Consumer Protection Division, Office of the Attorney General**
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
- While the department does require students to pursue resolution through institutional processes, which are required as part of the licensure standards, the department does

maintain a process for the review of student complaints at licensed schools. Information about that process is not currently available from the department's website but is distributed to students upon request.

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
<https://app.doj.mt.gov/apps/Oscar/default.aspx>

Nebraska

- Nebraska Coordinating Commission for Postsecondary Education
P.O. Box 95005, Lincoln, NE 68509-5005
- 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 Department of Education
Stephen Berwick, Coordinator, Dispute Resolution, and Constituent Complaints
101 Pleasant Street
Concord, NH 03301

(603) 271-2299

Stephen.Berwick@doe.nh.gov

New Jersey

- Commission on Higher Education
New Jersey Commission on Higher Education
P.O. Box 542, Trenton, NJ 08625
nj_che@che.state.nj.us
- 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%20Form.pdf>

New York

- Office of College and University Evaluation
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>

North Carolina

- Board of Governors for the University of North Carolina
Postsecondary Education Complaints
c/o Assistant Director of Licensure and Workforce
University of North Carolina General Administration
910 Raleigh Road
Chapel Hill, NC 27514
studentcomplaint@northcarolina.edu
<http://www.ncdoj.gov/complaint.aspx>

North Dakota

- North Dakota Consumer Protection Division (if school is "exempt" or not authorized)

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 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/About-AG/Contact>

Oklahoma

- Oklahoma State Regents for Higher Education
655 Research Parkway, Suite 200
Oklahoma City, OK 73104
- 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

- Office of Degree Authorization
Oregon Office of Degree Authorization
1500 Valley River Drive, Suite 100
Eugene, OR 97401
- Oregon Attorney General, Financial Fraud/Consumer Protection Section
1162 Court St. NE, Salem, OR 97301-4096
<http://www.doj.state.or.us/consumer/Pages/complaint.aspx>

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

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

- Higher Education Coordinating Board
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
120 State Street, Montpelier, VT 05620-2501
http://www.education.vermont.gov/new/pdfdoc/pgm_postsecondary/EDU-Complaint_Resolution_Statement_for_Postsecondary_Education_Matters.pdf
- 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/students/studentcomplaint.asp>

Washington

- Washington Higher Education Coordinating Board
917 Lakeridge Way
P.O. Box 43430, Olympia, WA 98504-3430
- 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
- West Virginia Office of the Attorney General
Consumer Protection Division
P.O. Box 1789, Charleston, WV 25326-1789
<http://www.wvago.gov/publicresource.cfm>

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
<http://attorneygeneral.state.wy.us/PDF/ComplaintForm.pdf>

Guam

- Guam Department of Education
P.O. Box DE
Hagatna, Guam 96932

Puerto Rico

- For IHEs go to PRCHE - Chapter XIII:
http://www.gobierno.pr/NR/rdonlyres/F15F15DF-A8C1-4341-A752-4490FF6791A3/0/REGLAMENTO_EN_INGLES_OTORGAMIENTO_DE_LICENCIAS_A_IES_DE_PR.pdf
- For other postsecondary non degree granting go to PRGEC - Article 3.4 (in Spanish):
<http://www.cge.gobierno.pr/reglamentos/Reglamento de Licencias.pdf>

Virgin Islands

- Government of the United States Virgin Islands
Department of Education, Office of the Commissioner
1834 Kongens Gade
St. Thomas, V.I. 00802