

CONTACT INFORMATION FOR STUDENT COMPLAINT PROCESSES*

ALABAMA

Alabama Department of Postsecondary Education
Private School Licensure Division
P.O. Box 302130
Montgomery, AL 36130-2130
<https://www.accs.cc/index.cfm/school-licensure/complaints/>

ALASKA

Alaska Commission on Postsecondary Education
P.O. Box 110505
Juneau, AK 99811-0505
EED.ACPE-IA@alaska.gov
http://acpe.alaska.gov/ABOUT_US/Consumer_Protection

Alaska Office of Attorney General
Consumer Protection Unit
1031 W. Fourth Avenue, Suite 200
Anchorage, AK 99501-5903
Anchorage: 907-269-5200
Outside Anchorage: 1-888-576-2529
attorney_general@alaska.gov
www.law.alaska.gov/consumer
http://www.law.state.ak.us/pdf/consumer/FORM_complaint.pdf

ARIZONA

Arizona State Board for Private Postsecondary Education
1400 W. Washington Street
Phoenix, AZ 85007
Phone: 602-542-5709
<https://ppse.az.gov/complaint>

ARKANSAS

Arkansas Department of Higher Education
Coordinating Board
423 Main Street, Suite 400 Little Rock, AR 72201
ADHE_Info@adhe.edu
<http://www.adhe.edu/students-parents/colleges-universities/student-grievance-form>

Arkansas State Board of Private Career Education
501 Woodlane, Suite 104
Little Rock, AR 72201
sbpce@arkansas.gov
<http://sbpce.arkansas.gov/students/Pages/complaintProcess.aspx>

CALIFORNIA

California Bureau of Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798-0818
Phone: 916-431-6959
(800): 1-888-370-7589
FAX: 916-263-1895
dca@dca.ca.gov
http://www.bppe.ca.gov/forms_pubs/complaint.pdf

COLORADO

Colorado Department of Higher Education
1560 Broadway, Suite 1600
Denver, CO 80202
Phone: 303-862-3001
Fax: 303-996-1329
<http://higher.ed.colorado.gov/Academics/Complaints/>

CONNECTICUT

Office of Higher Education
61 Woodland Street
Hartford, CT 06105-2326
Phone: 860-947-1800
www.ctohe.org
<http://www.ctohe.org/POSA/StudentInfo.shtml#Complaint>

Department of Consumer Protection
Complaint Center
165 Capitol Avenue, Room 110
Hartford, CT 06106
dcp@frauds@ct.gov
<http://ct.gov/dcp/cwp/view.asp?a=4302&q=506512>
Consumer Complaint Hotline: 800-842-2649

DELAWARE

Delaware Higher Education Office
Townsend Building
401 Federal St # 2
Dover, DE 19901
302-735-4120
dheo@doe.k12.de.us

Consumer Protection Unit
Department of Justice
State of Delaware
820 N. French Street, 5th Floor
Wilmington, DE 19801
Phone: 302-577-8600
Fax: 302-577-6499
consumer.protection@state.de.us
<http://attorneygeneral.delaware.gov/fraud/cpu/complaint.shtml>

DISTRICT OF COLUMBIA

District of Columbia Office of the State Superintendent of Education
Higher Education Licensure Commission
810 First Street, NE
Second Floor
Washington, DC 20002
(202) 727-6436
<http://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints>

Government of the District of Columbia
Office of the Attorney General
441 4th Street, NW
Suite 600 South
Washington, DC 20001
OAG Consumer Protection Hotline: (202) 442-9828
Fax: (202) 741-8789
Website: www.oag.dc.gov
<http://oag.dc.gov/service/submit-consumer-complaint>

FLORIDA

Florida Department of Education
Commission for Independent Education
325 W. Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
Email: cieinfo@fldoe.org
Fax: 850-245-3238
Commissioner@fldoe.org
<http://www.fldoe.org/policy/cie/file-a-complaint.stml>

GEORGIA

State of Georgia

Nonpublic Postsecondary Education Commission

2082 East Exchange Place

Suite 220

Tucker, GA 30084-5305

(770) 414-3300

<http://gnpec.org/consumer-resources/gnpec-authorized-school-complainant-form/>

HAWAII

State of Hawaii Office of Consumer Protection

Department of Commerce and Consumer Affairs

235 South Beretania Street, Room 801

Honolulu, Hawaii 96813-2419

PH: (808) 586-2630

FAX: (808) 586-2640

hpeap@dcca.hawaii.gov

www.hawaii.gov/dcca/ocp

<http://cca.hawaii.gov/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/priv_col_univ/student_complaint.asp

ILLINOIS

Illinois Board of Higher Education

1 N. Old State Capitol Plaza, Suite 333,

Springfield, IL 62701-1377

<http://complaints.ibhe.org/>

Illinois State Board of Education

100 N. 1st Street

Springfield, Illinois 62777

<http://webprod1.isbe.net/contactisbe/>

Illinois Attorney General

Consumer Fraud Bureau

500 South Second Street

Springfield, IL 62701

<http://www.illinoisattorneygeneral.gov/consumers/conscomp.pdf>

Consumer Fraud Hotline: 800-243-0618

INDIANA

Indiana Commission for Higher Education
Attn: Complaints
101 West Ohio Street, Suite 550
Indianapolis, IN 46204-1984
<http://www.in.gov/che/2743.htm>

IOWA

Iowa College Student Aid Commission
430 E. Grand Ave., FL 3
Des Moines, IA 50309
(877) 272-4456
<https://www.iowacollegeaid.gov/content/forms-and-applications>

KANSAS

Kansas Board of Regents
1000 SW Jackson Street, Suite 520
Topeka, KS 66612-1368
(785) 296-3421
http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process

KENTUCKY

Kentucky Council on Postsecondary Education
1024 Capital Center Dr. Suite 320
Frankfort, KY 40601
cpeconsumercomplaint@ky.gov
<http://cpe.ky.gov/forstudents/consumercomplaints/>

Kentucky Commission on Proprietary Education
Capital Plaza Tower, Room 302
500 Metro Street
Frankfort, KY 40601
502-564-4185
kcpe@ky.gov
<http://kcpe.ky.gov/forms/FormtoFileaComplaint.pdf>

Office of the Attorney General
Consumer Protection Division
1024 Capital Center Drive
Frankfort, KY 40601
502-696-5389
Consumer.protection@ag.ky.gov
<http://ag.ky.gov/family/consumerprotection/complaints/Pages/default.aspx>

LOUISIANA

Louisiana Board of Regents
P.O. Box 3677
Baton Rouge, LA 70821-3677
225-342-4253
<http://www.regents.la.gov/subhome/students>

MAINE

Maine Department of Education
23 State House Station
Augusta, ME 04333-0023
<http://www.maine.gov/doe/index.html>
Voice: 207-624-6600
Fax: 207-624-6700

Attorney General's Consumer Information and Mediation
Service 6 State House Station
Augusta, ME 04333
800-436-2131
consumer.mediation@maine.gov
http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml

MARYLAND

Maryland Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
410-528-8662 / 888-743-0023 (toll-free)
<http://www.oag.state.md.us/Consumer/complaint.htm>

MASSACHUSETTS

Massachusetts Department 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
CSCL/Enforcement Division
P.O. Box 30018
Lansing, MI 48909
The Statement of Complaint and related forms may be obtained at www.michigan.gov/pss under
Consumer Information, or you may request a form and information by telephone at 517-241-9223.

MISSISSIPPI

Mississippi Commission on College Accreditation
3825 Ridgewood Road
Jackson, MS 39211
(601) 432-6372

<http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf>

Mississippi Commission of Proprietary Schools and College Registration
3825 Ridgewood Road
Jackson, MS 39211
601-432-6185

<http://www.sbcjc.cc.ms.us/pdfs/pg/PSComplaintForm.pdf>

Consumer Protection Division
Office of the Attorney General
State of Mississippi
550 High Street
P.O. Box 22947
Jackson, Mississippi 39225-2947
(601) 359-4230

<http://www.ago.state.ms.us/index.php/contact> (email)

<http://www.ago.state.ms.us/forms/complaint-form/>

MISSOURI

Missouri Department of Higher Education
205 Jefferson Street
P.O. Box 1469
Jefferson City, MO 65102-1469
573-751-2361

info@dhe.mo.gov

MONTANA

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

<http://mus.edu/che/arsa/StateAuthorization/Students.asp>

Montana Department of Justice
Office of Consumer Protection
P.O. Box 200151
Helena, MT 59620-0151
contactocp@mt.gov
406-444-4500
800-481-6896
<https://dojmt.gov/consumer/consumer-complaints/>

NEBRASKA

Private Postsecondary Career Schools
Nebraska Department of Education
P.O. Box 94987
Lincoln, NE 68509-4987
(402) 471-4825
<https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions>

Nebraska Department of Education
Investigations Office
301 Centennial Mall South
P.O. Box 94987
Lincoln, NE 68509-4987
402-471-2295
www.education.ne.gov/PPCS/PDF%20Folders/PDF%20Documents/PPCS%20Forms/PPCS_Complaint-form.pdf

Consumer Mediation Center
Attorney General's Office
2115 State Capitol
Lincoln, NE 68509
800-727-6432
ago.consumer@nebraska.gov
https://ago.nebraska.gov/forms/consumer_complaint

NEVADA

Nevada Commission on Postsecondary Education
8778 South Maryland Parkway
Suite 115
Las Vegas, Nevada 89123
Phone: 702-486-7330
<http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

NEW HAMPSHIRE

New Hampshire Department of Education
101 Pleasant Street
Concord, NH 03301-3494

<http://www.education.nh.gov/highered/>
<https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx>

NEW JERSEY

New Jersey Commission on Higher Education
Office of the Secretary
of Higher Education
20 West State Street
4th floor, P.O. Box 542
Trenton, NJ 08625-0542

<https://www.state.nj.us/treas/highereducation/contactus.shtml>

New Jersey Division of Consumer Affairs
Office of Consumer Protection
124 Halsey Street
Newark, New Jersey 07101
973-504-6200

<http://www.njconsumeraffairs.gov/Pages/File-a-Complaint.aspx>
https://www20.state.nj.us/lps/LPSCA_COMPL/docs/ocp.pdf

NEW MEXICO

New Mexico Higher Education Department
Private Postsecondary Schools Division
2044 Galisteo St., Suite 4
Santé Fe, NM 87505-2100
505-476-8442 or 505-476-8416

<http://www.hed.state.nm.us/institutions/complaints.aspx>

NEW YORK

Office of College and University Evaluation
New York State Education Department
89 Washington Avenue
Room 969 EBA
Albany, NY 12234
Phone: 518-474-1551
Fax: 518-486-2779

E-mail ocueinfo@nysed.gov
<http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

New York State Education Department
116 West 32nd Street, 5th Floor
New York, New York 10001
212-643-4760
<http://www.acces.nysed.gov/bpss/student-rights>

New York State Department of State
Division of Consumer Protection
Consumer Assistance Unit
99 Washington Avenue
Albany, New York 12231—0001
Consumer Assistance Hotline: 518-474-8583 or 800-697-1220
<https://www.dos.ny.gov/consumerprotection/form/complaintform.asp>

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>

North Carolina Department of Justice
Consumer Protection Division
Attorney General's Office
Mail Service Center 9001
Raleigh, NC 27699-9001
<http://www.ncdoj.gov/Consumer/2-2-12-File-a-Complaint.aspx>
<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
Phone: 701.328.3180
Fax: 701.328.1255
E-mail: cte@nd.gov
Web: <http://www.nd.gov/cte/>

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

State of Ohio Board of Career Colleges and Schools O
30 East Broad Street, Suite 2481
Columbus, OHIO 43215-31414
Phone: 614-466-2752
Fax: 614-466-2219
Toll Free: 877-275-4219
E-mail: bpsr@scr.state.oh.us
Website: <http://scr.ohio.gov/>
<http://scr.ohio.gov/LinkClick.aspx?fileticket=%2bwaKHWPRAH8%3d&tabid=68>

Ohio Department of Higher Education
25 South Front Street
Columbus, OH 43215
Tel: (614) 466-6000
<https://www.ohiohighered.org/students/complaints>

Ohio Attorney General
Consumer Protection Section
30 E. Broad St., 14th Floor
Columbus, OH 43215
800-282-0515
<http://www.ohioattorneygeneral.gov/consumercomplaint>

OKLAHOMA

Oklahoma State Regents for Higher Education
655 Research Parkway, Suite 200
Oklahoma City, OK 73104
<http://www.okhighered.org/current-college-students/complaints.shtml>

Oklahoma State Board of Private Vocational Schools
3700 N.W. Classen Boulevard, Suite 250
Oklahoma City, OK 73118
Phone: 405-528-3370

Oklahoma Office of the Attorney General
Public Protection Unit
Attn: Investigative Analyst
313 N.E. 21st Street
Oklahoma City, OK 73105
http://www.ok.gov/oag/Legal_Resources/Forms_and_Publications/

OREGON

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

<http://www.oregonstudentaid.gov/oda.aspx>

Higher Education Coordinating Commission
Office of Private Postsecondary Education: Private Career Schools
775 Court Street NE
Salem OR 97301-3827

http://www.oregon.gov/HigherEd/Pages/priv_career_schools.aspx

Oregon Department of Justice
Financial Fraud/Consumer Protection Section

1162 Court St. NE

Salem, OR 97301

Salem: 503-378-4320

Portland: 503-229-5576

Toll-Free: 1-877-877-9392

Email: help@oregonconsumer.gov

<https://justice.oregon.gov/consumercomplaints/OnlineComplaints/OnlineComplaintForm/en>

PENNSYLVANIA

Pennsylvania Department of Education
333 Market Street
Harrisburg, PA 17126
717-783-6788

<http://www.education.pa.gov/Pages/default.aspx#tab-1>

Pennsylvania Office of Attorney General

Bureau of Consumer Protection

15th Floor, Strawberry Square

Harrisburg, PA 17120

800-441-2555

https://www.attorneygeneral.gov/Quick_Links/Pennsylvania_Attorney_General_Complaint_Forms/

PUERTO RICO

Puerto Rico Council on Higher Education

P.O. Box 1900

San Juan, PR 00910-1900

787-641-7100

<http://www.ce.pr.gov/>

Puerto Rico Department of Justice
Apartado 9020192
San Juan, PR 00902-0192
<http://www.justicia.pr.gov/>

RHODE ISLAND

Rhode Island Board of Governors for Higher Education
Shepard Building
80 Washington Street
Providence, RI 02903
401-456-6000
<http://www.ribghe.org/students.htm>

Rhode Island Department of Attorney General
Consumer Protection Unit
150 South Main Street
Providence, RI 02903
401-274-4400
<http://www.riag.ri.gov/ConsumerProtection/About.php>

SOUTH CAROLINA

South Carolina Commission on Higher Education
1122 Lady Street, Suite 300
Columbia, SC 29201
803-737-2260
<http://www.che.sc.gov/>

SOUTH DAKOTA

South Dakota Boards of Regents
306 E. Capitol Ave., Suite 200
Pierre, SD 57501
info@sdbor.edu
607-773-3455
<https://www.sdbor.edu/Pages/default.aspx>

South Dakota Office of Attorney General
Division of Consumer Protection
1302 E Hwy 14, Suite 3
Pierre, SD 57501-8053
1-800-300-1986 (In-State)
605-773-4400
<http://consumer.sd.gov/complaintform.aspx>

TENNESSEE

Tennessee Higher Education Commission
404 James Robertson Parkway
Suite 1900
Nashville, TN 37243
615-741-3605
<http://www.tn.gov/thec/article/postsecondary-links>

TEXAS

Texas Workforce Commission
Career Schools and Colleges
101 East 15th Street, Room 226-T
Austin, Texas 78778-0001
866-256-6333 option 3 or 512-936-3100
career.schools@twc.state.tx.us
<http://www.twc.state.tx.us/svcs/propschools/ps401a.pdf>

Texas Higher Education Coordinating Board
1200 E. Anderson Lane
Austin, Texas 78752
<http://www.thecb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9>

Office of Attorney General
Consumer Protection Division
P.O. Box 12548
Austin, TX 78711-2548
<https://www.texasattorneygeneral.gov/cpd/file-a-consumer-complaint>

UTAH

Utah Department of Commerce
Division of Consumer Protection
160 East 300 South
Salt Lake City, Utah 84111
801-530-6601
consumerprotection@utah.gov
<http://consumerprotection.utah.gov/complaints/index.html>

VERMONT

Vermont Agency of Education
219 North Main Street, Suite 402
Barre, VT 05641
http://education.vermont.gov/documents/EDU-VTAOE-Complaint_Resolution_for_Postsecondary_Education.pdf

Vermont Attorney General's Office
109 State Street
Montpelier, VT 05609
consumer@uvm.edu
Consumer Hotline: Toll Free in VT 800-649-2424 or 802-656-3183
<https://www.uvm.edu/consumer/?Page=complaint.html>

VIRGINIA

State Council of Higher Education for Virginia
101 N. 14th St., 10th Floor
James Monroe Building
Richmond, VA 23219
804-225-2600
communications@schev.edu
<http://www.schev.edu/index/students-and-parents/resources/student-complaints>

WASHINGTON

Washington Student Achievement Council
917 Lakeridge Way SW
Olympia, WA 98502
360-753-7800
info@wsac.wa.gov
<http://www.wsac.wa.gov/protecting-education-consumers>

Washington Workforce Training and Education Coordinating Board
128 10th Avenue SW
P.O. Box 43105
Olympia, WA 98504-3105
360-709-4600
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/ContactForm.aspx?subject=Consumer%20Protection> (contact form)
<https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx> (general consumer complaint form)

WEST VIRGINIA

West Virginia Higher Education Policy Commission

1018 Kanawha Blvd., East, Suite 700

Charleston, WV 25301

<http://www.wvhepc.edu/wp-content/uploads/2015/01/Complaint-Form2.pdf>

Community and Technical College System of West Virginia

1018 Kanawha Blvd. E., Suite 700

Charleston, WV 25301

<http://www.wvctcs.org/index.php/2013-06-28-14-21-50/student-complaint-process>

West Virginia Office of the Attorney General

Consumer Protection Division

P.O. Box 1789

Charleston, WV 25326

Consumer Protection Hotline: 1-800-368-8808

<http://www.ago.wv.gov/consumerprotection/Pages/default.aspx>

WISCONSIN

State of Wisconsin Educational Approval Board

431 Charmany Drive, Suite 102

Madison, WI 53719

Phone: 608-266-1996

Fax: 608-264-8477

Email: eabmail@eab.wisconsin.gov

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

WYOMING

Wyoming Department of Education

Hathaway Building, 2nd Floor

2300 Capitol Avenue

Cheyenne, WY 82002

<http://edu.wyoming.gov/downloads/schools/student-complaint-process.pdf>

Office of the Attorney General

Consumer Protection Unit

Kendrick Building

2320 Capitol Avenue

Cheyenne, WY 82002

<http://ag.wyo.gov/cpu/consumer-complaints>

*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 the institution is required to be licensed in that state.