

Student Complaints and Consumer Information by State and Agency

In compliance with the Program Integrity Rule issued by the United States Department of Education, the list below provides the agency contact information in each state or territory, through which students may file complaints against a postsecondary institution offering distance learning in that state.

Alabama

Alabama Commission on Higher Education

PO Box 302000

Montgomery, AL 36130-2000

Website: <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

1031 W. Fourth Avenue, Suite 200

Anchorage, AK 99501

attorney.general@alaska.gov

Website: 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

Website: http://azppse.state.az.us/student_info/compliance.asp

If you need this document in an alternate format, please contact Enes Aganovic at enes.aganovic@ung.edu or call 706-867-2524.

Arkansas

Arkansas Higher Education Coordinating Board

Arkansas Department of Higher Education

114 East Capitol Ave

Little Rock, AR 72201

ADHE_Info@adhe.edu

Website:

<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

Website: <http://sbpce.arkansas.gov/Pages/default.aspx>

California

Attorney General's Office

California Department of Justice

Attn: Public Inquiry Unit

P.O. Box 9044255

Sacramento, CA 94244-2550

Website: <http://www.ag.ny.gov/>

Colorado

Colorado Department of Higher Education

1560 Broadway, Suite 1600

Denver, CO 80202

Website: <http://highered.colorado.gov/>

Connecticut

Connecticut Department of Higher Education

61 Woodland Street

Hartford, CT 06105-2326

info@ctdhe.org

Website: <http://www.ctdhe.org/>

Connecticut Department of Consumer Protection

165 Capitol Avenue

Room 110

Hartford, CT 06106

trade.practices@ct.gov

Consumer Complaint Hotline: (800) 842-2649

Website: http://www.ct.gov/dcp/lib/dcp/pdf/forms/consumer_statementcpfr-2_rev_8-06_edited1106.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

Website: http://www.doe.k12.de.us/infosuites/students_family/dheo/default.shtml

Delaware Attorney General

Consumer Protection Wilmington:

820 N. French Street, 5th floor

Wilmington, DE 19801

consumer.protection@state.de.us

Website: <http://attorneygeneral.delaware.gov/>

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

Website:

http://osse.dc.gov/seo/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

Website: <http://www.fldoe.org/cie/complaint.asp>

Georgia

Georgia Nonpublic Postsecondary Education Commission

2082 E. Exchange Pl. #220

Tucker, GA 30084-5334

www.gnpec.org

Website: <http://www.gnpec.org/forms/pdf%20files/ComplaintProcess.pdf>

Hawaii

Hawaii State Board of Education

PO Box 2360

Honolulu, HI 96804

ocp@dcca.hawaii.gov

Website: 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
PO Box 83720
Boise, ID 83720-0037

Illinois

Illinois Board of Higher Education

431 East Adams, 2nd Floor
Springfield, IL 62701-1404
info@ibhe.org
Institutional Complaint Hotline: (217) 557-7359

Illinois State Board of Education

100 N. 1st Street
Springfield, IL 62777
Website: <http://webprod1.isbe.net/contactisbe/>

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
Website: <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

Website:

<http://www.iowacollegeaid.gov/images/docs/file/forms/constituentrequestform.pdf>

Kansas

Kansas Board of Regents

1000 SW Jackson Street, Suite 520

Topeka, KS 66612-1368

Website: [http://www.kansasregents.org/resources/PDF/524-](http://www.kansasregents.org/resources/PDF/524-ComplaintProcedureandForm.pdf)

[ComplaintProcedureandForm.pdf](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

Website: [http://www.bpe.ky.gov/NR/rdonlyres/1BB8CA02-8F89-43A3-8957-](http://www.bpe.ky.gov/NR/rdonlyres/1BB8CA02-8F89-43A3-8957-AB01DB805389/0/ComplaintForm.doc)

[AB01DB805389/0/ComplaintForm.doc](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, KY 40601-3449

consumer.protection@ag.ky.gov

Website: http://www.ag.ky.gov/NR/rdonlyres/19D2FEF3-0666-49B5-A184-38006DA45B2C/0/complaint_gen.pdf

Louisiana

Louisiana Board of Regents

PO Box 3677

Baton Rouge, LA 70821-3677

Website:

<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

Website: <http://www.maine.gov/doe/>

Maine Attorney General

Consumer Protection Division

6 State House Station

Augusta, ME 04333

Website: http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml

Maryland

Maryland Higher Education Commission

839 Bestgate Road, Suite 400

Annapolis, MD 21401-3013

Website: <http://www.mhec.state.md.us/career/pcs/gripe.asp>

Maryland Attorney General

Consumer Protection Division

200 St. Paul Place

Baltimore, MD 21202

consumer@oag.state.md.us

Consumer Protection Hotline: (410) 528-8662

Website:

<https://web.oag.state.md.us/editor/customer/onlineformhelpers/formviewer.aspx?filename=MUGeneral.htm>

Massachusetts

Massachusetts Board of Higher Education

One Ashburton Place

Room 1401

Boston, MA 02108

Website: <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

Website: <http://www.michiganps.net/complaint.aspx>

Minnesota

Minnesota Office of Higher Education

1450 Energy Park Drive, Suite 350

St. Paul, MN 55108-5227

Website: <http://www.ohe.state.mn.us/oheContactForm.cfm>

Minnesota Attorney General's Office

1400 Bremer Tower

445 Minnesota Street

St. Paul, MN 55101

Website: <http://www.ag.state.mn.us/ElectronicForms/ComplaintForm.pdf>

Mississippi**Mississippi Commission on College Accreditation**

3825 Ridgewood Road

Jackson, MS 39211-6453

Website: <http://www.mississippi.edu/mcca/>

Mississippi Commission of Proprietary Schools and College Registration

3825 Ridgewood Road

Jackson, MS 39211-6453

Website: <http://www.sbcjc.cc.ms.us/program/psdefault.aspx>

Consumer Protection Division

Office of the Attorney General

State of Mississippi

PO Box 22947

Jackson, MS 39225-2947

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

Missouri**Missouri Department of Higher Education**

205 Jefferson Street

PO Box 1469

Jefferson City, MO 65102-1469

info@dhe.mo.gov

Website: <http://www.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

Website: <http://mus.edu/board/>

Montana Office of Consumer Protection

2225 11th Avenue

P.O. Box 200151

Helena, MT 59620-0151

contactocp@mt.gov

Website:

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

Nebraska

Nebraska Coordinating Commission for Postsecondary Education

PO Box 95005

Lincoln, NE 68509-5005

Website: <http://www.ccpe.state.ne.us/PublicDoc/CCPE/>

Nebraska Department of Education

Investigations Office

301 Centennial Mall South

PO Box 98987

Lincoln, NE 68509-4987

Website:

<http://www.education.ne.gov/PPCS/PDF%20Folders/PDF%20Documents/PPCS%20Forms/Complaint-form.pdf>

Nebraska Attorney General

Consumer Protection Division

2115 State Capitol

Lincoln, NE 68509

Consumer Protection Hotline: (800) 727-6432

Website: http://www.ago.state.ne.us/consumer/emailforms/consumer_complaint.htm

Nevada

Nevada Commission on Postsecondary Education

3663 East Sunset Road

Suite 202

Las Vegas, Nevada 89120

Website: <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

Website: <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

Website: <http://www.state.nj.us/highereducation/>

New Jersey Department of Labor and Workforce Development

1 John Fitch Plaza

PO Box 110

Trenton, NJ 08625-0110

schoolapprovalunit@dol.state.nj.us

Website:

http://lwd.dol.state.nj.us/labor/forms_pdfs/edtrain/Conflict%20Resolution%20Questionnaire.pdf

New Jersey Division of Consumer Affairs

124 Halsey Street

Newark, NJ 07102

Website: <http://www.nj.gov/oag/ca/complaint/ocp.pdf>

New Mexico

New Mexico Higher Education Department

2048 Galisteo

Santa Fe, NM 87505

Website:

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

Website: <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, NY 12234

New York State Department of State

Division of Consumer Protection

Consumer Assistance Unit

5 Empire State Plaza - Suite 2101

Albany, NY 12223-1556

Website: <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, NC 27603

Website:

http://www.nccommunitycolleges.edu/Proprietary_Schools/docs/PDFFiles/StdComplForm.pdf

North Carolina Consumer Protection

Attorney General's Office

Mail Service Center 9001

Raleigh, NC 27699-9001

Website: <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

Website: <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

Website: <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

Website:

<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 East Broad Steet, 14th floor

Columbus, OH 43215-3400

Website: <http://www.ohioattorneygeneral.gov/consumercomplaint>

Oklahoma

Oklahoma State Regents for Higher Education

655 Research Parkway

Suite 200

Oklahoma City, OK 73104

Website: <http://www.okhighered.org/>

Oklahoma State Board of Private Vocational Schools

3700 Classen Boulevard

Suite 250

Oklahoma City, OK 73118-2864

Website: http://www.ok.gov/agency.php?agency_id=130

Oklahoma Office of the Attorney General

Consumer Protection Unit

Attn: Investigative Analyst

313 NE 21st Street

Oklahoma City, OK 73105

Website: <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

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

Oregon Department of Education

Private Career Schools Office

255 Capitol Street NE

Salem, OR 97310-0203

Website: <http://www.ode.state.or.us/teachlearn/specialty/pcs/forms/complaint-procedures.doc>

Oregon Attorney General

Financial Fraud/Consumer Protection Section

1162 Court Street NE

Salem, OR 97301-4096

Website: <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

Website:

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

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

Rhode Island

Rhode Island Board of Governors for Higher Education

Shepard Building

80 Washington Street

Providence, RI 02903

Website: <http://www.ribghe.org/>

Rhode Island Department of Attorney General

Consumer Protection Unit

150 South Main Street

Providence, RI 02903

Website: <http://www.riag.state.ri.us/documents/consumer/ConsumerComplaintForm.pdf>

South Carolina

South Carolina Commission on Higher Education

1122 Lady St., Suite 300

Columbia, SC 29201

Website:

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

Website:

<http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx>

Tennessee

Tennessee Higher Education Commission

404 James Robertson Parkway

Suite 1900

Nashville, TN 37243

Website:

<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, TX 78778-0001

Website: <http://www.twc.state.tx.us/svcs/propschools/ps401a.pdf>

Texas Higher Education Coordinating Board

1200 E. Anderson Lane

Austin, TX 78752

Office of the Attorney General

Consumer Protection Division

PO Box 12548

Austin, TX 78711-2548

Website: <https://www.oag.state.tx.us/consumer/complaintform.pdf>

Utah

Utah Division of Consumer Protection

160 East 300 South

Salt Lake City, UT 84111

consumerprotection@utah.gov

Website: <http://consumerprotection.utah.gov/complaints/index.html>

Vermont

Vermont Department of Education

State Board of Education

120 State Street

Montpelier, VT 05620-2501

Website: <http://education.vermont.gov/>

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

Website: <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

Website: <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

Website: http://www.wtb.wa.gov/PCS_Complaints.asp

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)

West Virginia

West Virginia Higher Education Policy Commission

1018 Kanawha Blvd E., Ste 700

Charleston, WV 25301-2800

Website: <http://www.wvhepc.com/>

Community and Technical College System of West Virginia

1018 Kanawha Blvd. E., Ste. 700

Charleston, WV 25301

Website: <http://www.wvctcs.org/>

West Virginia Office of the Attorney General

Consumer Protection Division

PO Box 1789

Charleston, WV 25326-1789

Website: <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

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

Wyoming

Wyoming Department of Education

2300 Capitol Avenue

Hathaway Building, 2nd Floor

Cheyenne, WY 82002-0050

Website: <http://edu.wyoming.gov/>

Attorney General's Office

123 Capitol Building

200 W. 24th Street

Cheyenne, WY 82002

Website: <http://www.ag.ny.gov/>