

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.ache.alabama.gov>

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 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](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

Box 980818
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/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
<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 Student Aid Commission

603 E. 12th Street, 5th Floor Des Moines, IA 50319

info@iowacollegeaid.gov <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

<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 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/pcs/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 Toll Free (888) 743-0823

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 Sa n 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.*