

[Research](#)

10.24.2022

[Getting Started](#)

[Student Complaints](#)

Student Complaint Information by State and Agency

This list may be use for reference to provide Contact Information for filing complaints as required by [34 CFR 668.43 \(b\)](#).

The institution must make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution's accreditation and its State, Federal, or tribal approval or licensing. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint.

- This contact list should be used for reference only.
- Institutions are responsible for the accuracy they provide in their notifications.
- SAN can offer no guarantee that the agency listed can enforce state laws upon the institution to act on the complaint.
- SAN cannot verify the security of the website links offered in this resource.
- This chart used information provided by the state agency and originally from the no longer live SHEEO surveys. In some cases, email correspondence and state agency website reviews were incorporated.
- Complaints regarding courses and programs subject to SARA Policy should be directed to the [state portal entity in the home state of the institution](#).

SAN will review this list on a periodic basis. If you want to let us know of any issues you have using these links, please let us know [here](#).
(Last reviewed 1/1/24)

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States & Territories	Agency Name	Link to and/or Information about the State Complaint Process as required by 34 CFR 600.9(a) & (b) - An institution described under §§ 600.4, 600.5, and 600.6 is legally authorized by a State if the State has a process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws.....
Alabama	Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning ACCS Private School Licensing Division	For Alabama's public institutions, contacts are posted to the ACHE website https://ache.edu . Student Complaint Process found here: https://www.ache.edu/wp-content/State%20Auth/federal-reg.pdf https://www.accs.edu/about-accs/private-school-licensure/complaints/ - *note: Complaints for out-of-state institutions are referred to the ACCS Private School Licensure.
Alaska	Alaska Commission on Postsecondary Education	https://acpe.alaska.gov/ConsumerProtection
American Samoa		not found
Arizona	Arizona State Board for Private Postsecondary Education	https://ppse.az.gov/student-complaint-procedure
Arkansas	Arkansas Department of Higher Education	Student Grievance form: https://adhe.edu/students-parents/student-grievance-form
California	Bureau for Private Postsecondary Education	for institutions regulated by BPPE: http://www.bppe.ca.gov/enforcement/complaint.shtml for out of state institutions not subject to BPPE: https://www.dca.ca.gov/consumers/complaints/oos_students.shtml

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Colorado	Colorado Department of Higher Education AND Private Occupational Schools	https://cdhe.colorado.gov/students/how-do-i/filing-a-student-complaint
Connecticut	The Office of Financial and Academic Affairs for Higher Education	http://www.ctohe.org/StudentComplaints.shtml
Delaware	Delaware Department of Education	Student complaint inquiry form: https://education.delaware.gov/families/college-career-life/college-scholarship-financial-aid/dheo-forms/student-complaint-inquiry-form/
District of Columbia	Education Licensure Commission	FAQ for Students indicates that complaints may be submitted to the HELC by "clicking here", but there is no hyperlink. A public complaint webpage was found here: https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints
Federated State of Micronesia		not found
Florida	Commission for Independent Education- Department of Education	CONCERNS & COMPLAINT PROCESS
Georgia	Nonpublic Postsecondary Education Commission	https://gnpec.georgia.gov/student-complaints
Guam		not found

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Hawaii	Hawaii Post-Secondary Education Authorization Program	For some reason, website links are routing to the homepage https://cca.hawaii.gov/ . See the drop down for "About", Hawaii Post-Secondary Education Authorization Program (HPEAP). From that page look at drop down under forms to see Student Forms. The Student Complaint Process is found there.
Idaho	Idaho State Board of Education	https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/
Illinois	Illinois Board of Higher Education	https://complaints.ibhe.org/
Indiana	Indiana Department of Workforce Development	https://www.in.gov/dwd/career-training-adult-ed/octs/#tab-665625-Consumer_Information
	Indiana Commission of Higher Education	https://www.in.gov/che/2744.htm
Iowa	Iowa College Student Aid Commission	https://www.iowacollegeaid.gov/StudentComplaintForm
Kansas	Kansas Board of Regents	https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process
Kentucky	Kentucky Council on Postsecondary Education	http://cpe.ky.gov/campuses/consumer_complaint.html
	Kentucky Commission on Proprietary Education	Commission Website provides this direction: File a Complaint
Louisiana	Louisiana Board of Regents Proprietary Schools	No Complaint Process found on agency website for institutions authorized by Louisiana (Only SARA Process within Institutional Process pdf for purposes of participation in reciprocity for interstate distance education)
Maine	Maine Department of Education	Only SARA complaint process and forms could be found on the Maine Department of Education website.
Maryland	Maryland Higher Education Commission	https://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx - Scroll down to complaint process and form pdfs.

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Massachusetts	Office of Private Occupational School Education	http://www.mass.gov/ocabr/government/oca-agencies/dpl-lp/schools/students/information-for-students.html
	Massachusetts Department of Higher Education	https://www.mass.edu/forstufam/complaints/complaints.asp
Michigan	Michigan Department of Labor & Economic Opportunity	Post-Secondary Schools Complaints Filing a Complaint
Minnesota	Minnesota Office of Higher Education	http://www.ohe.state.mn.us/mPg.cfm?pageID=1078
Mississippi	Mississippi Commission on College Accreditation	http://www.mississippi.edu/mcca/student_complaint_process.asp
	Commission on Proprietary School and College Registration	https://www.mccb.edu/cpscr-complaints
Missouri	Missouri Department of Higher Education	https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf
Montana	Montana University System, Montana Board of Regents	http://www.mus.edu/MUS-statement-of-complaint-process.asp

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Nebraska	Nebraska Department of Education, Private Postsecondary Career Schools	https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf
	Nebraska Coordinating Commission for Postsecondary Education	https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions
Nevada	Nevada Commission on Postsecondary Education	http://cpe.nv.gov/Students/Students_Home/ Note the Student Complaint under forms on right hand side.
New Hampshire	Department of Education, Division of Higher Education, Higher Education Commission	https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx
New Jersey	New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information	https://www.nj.gov/labor/labormarketinformation/assets/PDFs/coei/SAU/Conflict%20Resolution%20Questionnaire.pdf Look under Information for Students for the Student Conflict Resolution Form (Complaints)
	Office of the Secretary of Higher Education	http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml
New Mexico	New Mexico Higher Education Department	http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx

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New York	Office of College and University Evaluation	http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university
	Adult Career and Continuing Ed. Services	http://www.acces.nysed.gov/bpss/student-rights
North Carolina	The University of North Carolina System	
	The North Carolina Community College System (Office of Proprietary School Services)	https://www.northcarolina.edu/post-secondary-education-complaints/ https://www.nccommunitycolleges.edu/students/student-services/file-a-complaint/
North Dakota	North Dakota State Board for Career and Technical Education	https://www.cte.nd.gov/sites/www/files/documents/PrivatePS/NDSBCTE_Student_Complaint_Procedure.pdf https://ndus.edu/state-authorization-sara/
	North Dakota University System	This complaint process appears to be applicable for institutions not participating in reciprocity through SARA as well as SARA participating institutions.
Northern Mariana Islands		not found
Ohio	The Ohio Department of Higher Education	https://highered.ohio.gov/students/current-college-students/student-complaints/student-complaints
	Ohio State Board of Career Colleges and Schools	https://scr.ohio.gov/information-for-students/file-a-complaint

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Oklahoma	Oklahoma State Regents for Higher Education	
	Oklahoma Board of Career and Technology Education	https://www.okhighered.org/resources/student-complaint-form/ https://oklahoma.gov/careertech/policies/comments-or-complaints.html https://oklahoma.gov/content/dam/ok/en/obpvs/documents/schools/obpvs-complaint-form.pdf
	The Oklahoma Board of Private Vocational Schools	
Oregon	Higher Education Coordinating Commission	https://www.oregon.gov/highered/about/Pages/complaints.aspx
Pennsylvania	Department of Education	https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx
Puerto Rico	Puerto Rico Council on Education	http://www.ce.pr.gov/ http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf <p>It appears that this process can be used more broadly than to just address SARA participating institutions.</p>
Republic of Palau		not found
Republic of the Marshall Islands		not found
Rhode Island	Rhode Island Office of Post Secondary Commissioner	https://riopc.edu/policies/student-complaint-procedures/
South Carolina	South Carolina Commission on Higher Education	https://che.sc.gov/sites/che/files/Documents/Institutions%20and%20Educators/Complaint_Procedures_and_Form.pdf

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South Dakota	Secretary of State (South Dakota Attorney General)	https://consumer.sd.gov/complaintform.aspx - this is a broad complaint form not just to address postsecondary institutions.
Tennessee	Tennessee Higher Education Commission	https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html
Texas	Texas Higher Education Coordinating Board	https://www.highered.texas.gov/student-complaints/
U.S. Virgin Islands		not found
Utah	Utah Division of Consumer Protection	Website unclear about student complaint process outside of SARA. Utah Commerce Division of Consumer Protection
Vermont	Vermont Agency of Education	https://education.vermont.gov/documents/postsecondary-program-complaint-resolution VT Agency of Education points to three avenues for complaints: the institution, the VT Attorney General's office, or the institution's accrediting agency.
Virginia	State Council of Higher Education for Virginia	https://www.schev.edu/students/resources/student-complaints
Washington	Washington Student Achievement Council	https://wsac.wa.gov/student-complaints
	Washington Workforce Training and Educ. Coord. Board	https://www.wtb.wa.gov/private-career-schools/student-resources/
West Virginia	WV Higher Educ. Policy Commission	
	WV Council for Community & Technical College Education	http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf

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Wisconsin	Wisconsin Educational Approval Board	https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx
Wyoming	Wyoming Department of Education	https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/