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.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 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

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
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
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

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/StdtCompltForm.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=%2bwaKHWPRA H8%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.*