

Student Complaint Information by State and Agency

State	Agency Name	Link to and/or Contact Information
Alabama	Alabama Commission on Higher Education	http://ache.edu/Content/Departments/NRI/federal-reg.pdf
Alaska	Alaska Commission on Postsecondary Education	http://acpe.alaska.gov/About_Us/Consumer_Protection
American Samoa	American Samoa Department of Education	http://www.amsamoa.edu/institution/bhe.html
Arizona	Arizona Council for State Authorization Reciprocity Agreement	http://azsara.arizona.edu/complaint-process
Arkansas	Arkansas Department of Higher Education	http://www.adhe.edu/students-parents/colleges-universities/student-grievance-form
California	California Bureau for Private Postsecondary Education	http://www.bppe.ca.gov/enforcement/complaint.shtml *note currently only for private institutions regulated by BPPE. There is no such policy/procedure for out-of-state public institutions offering distance education.
Colorado	Colorado Department of Higher Education	http://highered.colorado.gov/Academics/Complaints/default.html
Connecticut	Connecticut Office of Higher Education	http://www.ctohe.org/StudentComplaints.shtml
Delaware	Delaware Department of Education	Students with issues regarding public and private (for-profit and not-for-profit) SARA-approved Delaware institutions are to follow the Delaware Department of Education Student Complaint Policy and Student Complaint Form .
District of Columbia	District of Columbia Education Licensure Commission	http://osse.dc.gov/service/education-licensure-commission-elc-public-complaints
Florida	Florida Department of Education	http://www.fldoe.org/policy/cie/file-a-complaint.stml
Georgia	Nonpublic Postsecondary Education Commission	https://gnpec.org/gnpec-authorized-school-complainant-form/
Guam	Guam Department of Education	https://sites.google.com/a/gdoe.net/gdoe/
Hawaii	Hawaii Post-secondary Education Authorization Program Department of Commerce and Consumer Affairs	http://cca.hawaii.gov/hpeap/hpeap-sara-complaint-process/

Idaho	Idaho State Board of Education	http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp
Illinois	Illinois Board of Higher Education	http://www.ibhe.state.il.us/consumerinfo/complaint.htm
Indiana	Indiana Commission on Higher Education	http://www.in.gov/che/2744.htm
Iowa	Iowa College Student Aid Commission	https://www.iowacollegeaid.gov/content/constituent-request-review
Kansas	Kansas Board of Regents	http://kansasregents.org/students/university_student_complaints
Kentucky	Kentucky Council on Postsecondary Education	http://kcpe.ky.gov/
Louisiana	Louisiana Board of Regents	http://www.regents.la.gov/page/StudentComplaints
Maine	Maine Department of Education	http://www.maine.gov/doe/specialed/support/dispute/
Maryland	Maryland Higher Education Commission	http://mhec.maryland.gov/institutions_training/Pages/career/pcs/complaint.aspx
Massachusetts	Massachusetts Department of Higher Education	http://www.mass.edu/forstufam/complaints/complaints.asp
Michigan	Michigan Department of Licensing and Regulatory Affairs	http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396---,00.html
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
Missouri	Missouri Department of Higher Education	http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf
Montana	Montana University System, Montana Board of Regents	http://mus.edu/MUS-statement-of-complaint-process.asp
Nebraska	Nebraska Coordinating Commission for Postsecondary Education	http://nebraskalegislature.gov/laws/statutes.php?statute=85-2418
Nevada	Nevada System of Higher Education	https://www.nevada.edu/ir/page.php?p=sara https://www.nevada.edu/ir/documents/sara/SARA_Complaint_Resolution_Form_Rev_Protected.pdf
New Hampshire	New Hampshire Department of Education	http://www.education.nh.gov/highered/compliance-allegation.htm

New Jersey	New Jersey 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/institutions/complaints.aspx
New York	New York State Education Department	http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html
North Carolina	North Carolina State Education Assistance Authority - SARA North Carolina	http://www.saranc.org/Complaint.html
North Dakota	North Dakota University System	https://www.ndus.edu/system/state-authorization/
Ohio	Ohio Department of Higher Education	https://www.ohiohighered.org/students/complaints
Oklahoma	Oklahoma State Regents for Higher Education	http://www.okhighered.org/current-college-students/complaints.shtml
Oregon	Oregon Higher Education Coordinating Commission	http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx
Pennsylvania	Pennsylvania Department of Education, Division of Higher and Career Education	http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/State-Authorization-Reciprocity-Agreement-(SARA).aspx#tab-1
Puerto Rico	Puerto Rico Council on Education	http://www.ce.pr.gov/
Rhode Island	Rhode Island Office of the Postsecondary Commissioner	https://www.riopc.edu/page/student_complaint/
South Carolina	South Carolina Commission on Higher Education	http://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.aspx
South Dakota	South Dakota Board of Regents	https://www.sdbor.edu/administrative-offices/academics/SD-SARA/Pages/default.aspx
Tennessee	Tennessee Higher Education Commission	http://www.tn.gov/thec/article/consumer-services http://www.tn.gov/assets/entities/thec/attachments/Complaint_Form_%28Rev.12.16%29_1-26-17.pdf
Texas	Texas Higher Education Coordinating Board	http://www.thecb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9
U.S. Virgin Islands	University of the Virgin Islands	http://www.uvi.edu/administration/provost/default.aspx
Utah	Utah System of Higher Education	https://higheredutah.org/sara/

State	Agency Name	Link to and/or Information about Complaint Process
Vermont	Vermont Agency of Education	http://education.vermont.gov/vermont-schools/school-operations/post-secondary-programs
Virginia	State Council of Higher Education for Virginia	http://www.schev.edu/index/students-and-parents/resources/student-complaints
Washington	Washington Student Achievement Council	http://www.wsac.wa.gov/student-complaints
West Virginia	West Virginia Higher Education Policy Commission	http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf
Wisconsin	Wisconsin Technical College System	http://www.wtcsystem.edu/about-us/governance/system-office/educational-services/student-complaints
Wyoming	Wyoming Community College Commission	http://communitycolleges.wy.edu/sara.aspx