

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.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/AcademicAffairs/ICAC%20Rule>

Connecticut

Connecticut Department of Higher Education

61 Woodland Street

Hartford, CT 061052326

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) 842-649

Website: http://www.ct.gov/dcp/lib/dcp/pdf/forms/consumer_statement_cpfv_806_edited1106.pdf

Delaware

Delaware Higher Education Office

Carvel State Office Building, 5 Floor

820 N. French Street

Wilmington, DE 198043509

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 32399-1400

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/Complaint%20Form.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

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 66612-368

Website: <http://www.kansasregents.org/resources/PDF/524>

ComplaintProcedureandForm.pdf

Kentucky

Kentucky Council on Postsecondary Education

Website: http://www.ag.ky.gov/NR/rdonlyres/19D2FE06649B5A184-38006DA45B2C/0/complaint_g.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.bruff@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_6.html

Maryland

Maryland Higher Education Commission

839 Bestgate Road, Suite 400

Annapolis, MD 21404-3013

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

Maryland Attorney General
Consumer Protection Division

Minnesota Attorney General's Office

1400 Bremer Tower

445 Minnesota Street

St. Paul, MN 55101

Montana

Montana Board of Regents

Office of Commissioner of Higher Education

Montana University System

2500 Broadway Street

PO Box 203201

Helena, MT 59620201

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

Montana Office of Consumer Protection

2225 11th Avenue

P.O. Box 200151

Helena, MT 59620151

contactocp@mt.gov

Website:

Website:

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

Nebraska Attorney General

Consumer Protection Division

2115 State Capitol

Lincoln, NE 68509

Consumer Protection Hotline: (800) 727-732

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 0330-8531

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

Albany, NY 12234

ocueinfo@mail.nysed.gov

Website: <http://www.highered.nysed.gov/ocue/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 122231556

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 27699001

Website: <http://www.ncdoj.gov/getdoc/59be43573-4377-b10f-3e8bd532da5f/ComplaintForm.aspx>

Oklahoma

Oklahoma State Regents for Higher Education

255 Capitol Street NE

Salem, OR 97310203

Website: http://www.ode.state.or.us/teachlearn/specialty/pcs/forms/complaint_procedures.doc

Oregon Attorney General

Financial

Rhode Island

Rhode Island Board of Governors for Higher Education

Shepard Building

80 Washington Street

Providence, RI 02903

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 College Room 226T

101 East 15th Street

Austin, TX 787780001

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 787112548

Website: <https://www.ag.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 056202501

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

Vermont Attorney General's Office

109 State Street

Montpelier, VT 056091001

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

