

## **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](mailto: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](mailto:attorney.general@alaska.gov)

Website: [http://www.law.state.ak.us/pdf/consumer/FORM\\_complaint.pdf](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.az.us/student\\_info/compliance.asp](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

Website:

<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

Website: <http://sbpce.arkansas.gov/Pages/default.aspx>

## **California**

### **Attorney General's Office**

California Department of Justice

Attn: Public Inquiry Unit

P.O. Box 9044255

Sacramento, CA 94244-2550

Website: <http://www.ag.ny.gov/>

## **Colorado**

### **Colorado Department of Higher Education**

1560 Broadway, Suite 1600

Denver, CO 80202

Website: <http://highered.colorado.gov/>

## **Connecticut**

### **Connecticut Department of Higher Education**

61 Woodland Street

Hartford, CT 06105-2326

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) 842-2649

Website: [http://www.ct.gov/dcp/lib/dcp/pdf/forms/consumer\\_statementcpfr-2\\_rev\\_8-06\\_edited1106.pdf](http://www.ct.gov/dcp/lib/dcp/pdf/forms/consumer_statementcpfr-2_rev_8-06_edited1106.pdf)

## **Delaware**

### **Delaware Higher Education Office**

Carvel State Office Building, 5th Floor

820 N. French Street

Wilmington, DE 19801-3509

dheo@doe.k12.de.us

Website: [http://www.doe.k12.de.us/infosuites/students\\_family/dheo/default.shtml](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](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

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](http://www.gnpec.org)

Website: <http://www.gnpec.org/forms/pdf%20files/ComplaintProcess.pdf>

## **Hawaii**

### **Hawaii State Board of Education**

PO Box 2360

Honolulu, HI 96804

[ocp@dcca.hawaii.gov](mailto:ocp@dcca.hawaii.gov)

Website: [http://hawaii.gov/dcca/ocp/consumer\\_complaint](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  
PO Box 83720  
Boise, ID 83720-0037

## **Illinois**

### **Illinois Board of Higher Education**

431 East Adams, 2nd Floor  
Springfield, IL 62701-1404  
info@ibhe.org  
Institutional Complaint Hotline: (217) 557-7359

### **Illinois State Board of Education**

100 N. 1st Street  
Springfield, IL 62777  
Website: <http://webprod1.isbe.net/contactisbe/>

### **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/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  
Website: <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

Website:

<http://www.iowacollegeaid.gov/images/docs/file/forms/constituentrequestform.pdf>

## **Kansas**

### **Kansas Board of Regents**

1000 SW Jackson Street, Suite 520

Topeka, KS 66612-1368

Website: [http://www.kansasregents.org/resources/PDF/524-](http://www.kansasregents.org/resources/PDF/524-ComplaintProcedureandForm.pdf)

[ComplaintProcedureandForm.pdf](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

Website: [http://www.bpe.ky.gov/NR/rdonlyres/1BB8CA02-8F89-43A3-8957-](http://www.bpe.ky.gov/NR/rdonlyres/1BB8CA02-8F89-43A3-8957-AB01DB805389/0/ComplaintForm.doc)

[AB01DB805389/0/ComplaintForm.doc](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, KY 40601-3449

consumer.protection@ag.ky.gov

Website: [http://www.ag.ky.gov/NR/rdonlyres/19D2FEF3-0666-49B5-A184-38006DA45B2C/0/complaint\\_gen.pdf](http://www.ag.ky.gov/NR/rdonlyres/19D2FEF3-0666-49B5-A184-38006DA45B2C/0/complaint_gen.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.braff@maine.gov](mailto:jonathan.braff@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\\_form.shtml](http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml)

## **Maryland**

### **Maryland Higher Education Commission**

839 Bestgate Road, Suite 400

Annapolis, MD 21401-3013

Website: <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

Consumer Protection Hotline: (410) 528-8662

Website:

<https://web.oag.state.md.us/editor/customer/onlineformhelpers/formviewer.aspx?filename=MUGeneral.htm>

## **Massachusetts**

### **Massachusetts Board of Higher Education**

One Ashburton Place

Room 1401

Boston, MA 02108

Website: <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

Website: <http://www.michiganps.net/complaint.aspx>

## **Minnesota**

### **Minnesota Office of Higher Education**

1450 Energy Park Drive, Suite 350

St. Paul, MN 55108-5227

Website: <http://www.ohe.state.mn.us/oheContactForm.cfm>



**Minnesota Attorney General's Office**

1400 Bremer Tower

445 Minnesota Street

St. Paul, MN 55101

Website: <http://www.ag.state.mn.us/ElectronicForms/ComplaintForm.pdf>

**Mississippi****Mississippi Commission on College Accreditation**

3825 Ridgewood Road

Jackson, MS 39211-6453

Website: <http://www.mississippi.edu/mcca/>

**Mississippi Commission of Proprietary Schools and College Registration**

3825 Ridgewood Road

Jackson, MS 39211-6453

Website: <http://www.sbcjc.cc.ms.us/program/psdefault.aspx>

**Consumer Protection Division**

Office of the Attorney General

State of Mississippi

PO Box 22947

Jackson, MS 39225-2947

<http://www.ago.state.ms.us/index.php/contact> (email)

**Missouri****Missouri Department of Higher Education**

205 Jefferson Street

PO Box 1469

Jefferson City, MO 65102-1469

[info@dhe.mo.gov](mailto:info@dhe.mo.gov)

Website: <http://www.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

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

### **Montana Office of Consumer Protection**

2225 11th Avenue

P.O. Box 200151

Helena, MT 59620-0151

[contactocp@mt.gov](mailto:contactocp@mt.gov)

Website:

<http://www.doj.mt.gov/consumer/consumer/consumercomplaint/complaintform.pdf>

## **Nebraska**

### **Nebraska Coordinating Commission for Postsecondary Education**

PO Box 95005

Lincoln, NE 68509-5005

Website: <http://www.ccpe.state.ne.us/PublicDoc/CCPE/>

### **Nebraska Department of Education**

Investigations Office

301 Centennial Mall South

PO Box 98987

Lincoln, NE 68509-4987

Website:

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

**Nebraska Attorney General**

Consumer Protection Division

2115 State Capitol

Lincoln, NE 68509

Consumer Protection Hotline: (800) 727-6432

Website: [http://www.ago.state.ne.us/consumer/emailforms/consumer\\_complaint.htm](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 03301-8531

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](mailto: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](mailto:schoolapprovalunit@dol.state.nj.us)

Website:

[http://lwd.dol.state.nj.us/labor/forms\\_pdfs/edtrain/Conflict%20Resolution%20Questionnaire.pdf](http://lwd.dol.state.nj.us/labor/forms_pdfs/edtrain/Conflict%20Resolution%20Questionnaire.pdf)

**New Jersey Division of Consumer Affairs**

124 Halsey Street

Newark, NJ 07102

Website: <http://www.nj.gov/oag/ca/complaint/ocp.pdf>

**New Mexico**

**New Mexico Higher Education Department**

2048 Galisteo

Santa Fe, NM 87505

Website:

<http://www.hed.state.nm.us/uploads/FileLinks/b23fc959f37c44bb8e3caae612e0dba7/PPS%20Complaint%20Form.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

Website: <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, NY 12234

**New York State Department of State**

Division of Consumer Protection

Consumer Assistance Unit

5 Empire State Plaza - Suite 2101

Albany, NY 12223-1556

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](http://www.nccommunitycolleges.edu/Proprietary_Schools/docs/PDFFiles/StdComplForm.pdf)

**North Carolina Consumer Protection**

Attorney General's Office

Mail Service Center 9001

Raleigh, NC 27699-9001

Website: <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

Website: <http://www.nd.gov/cte/>

### **North Dakota Consumer Protection Division**

Office of Attorney General

Gateway Professional Center

1050 E. Interstate Ave. Suite 200

Bismarck, ND 58503-5574

Website: <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

Website:

<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 East Broad Steet, 14th floor

Columbus, OH 43215-3400

Website: <http://www.ohioattorneygeneral.gov/consumercomplaint>

## **Oklahoma**

### **Oklahoma State Regents for Higher Education**

655 Research Parkway

Suite 200

Oklahoma City, OK 73104

Website: <http://www.okhighered.org/>

### **Oklahoma State Board of Private Vocational Schools**

3700 Classen Boulevard

Suite 250

Oklahoma City, OK 73118-2864

Website: [http://www.ok.gov/agency.php?agency\\_id=130](http://www.ok.gov/agency.php?agency_id=130)

### **Oklahoma Office of the Attorney General**

Consumer Protection Unit

Attn: Investigative Analyst

313 NE 21st Street

Oklahoma City, OK 73105

Website: <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

Website: <http://www.oregonstudentaid.gov/oda.aspx>

### **Oregon Department of Education**

Private Career Schools Office

255 Capitol Street NE

Salem, OR 97310-0203

Website: <http://www.ode.state.or.us/teachlearn/specialty/pcs/forms/complaint-procedures.doc>

**Oregon Attorney General**

Financial Fraud/Consumer Protection Section

1162 Court Street NE

Salem, OR 97301-4096

Website: <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

Website:

[http://www.attorneygeneral.gov/uploadedFiles/Complaints/BCP\\_Complaint\\_Form.pdf](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

San Juan, PR 00902-0192

Website: <http://www.ce.pr.gov/>



## **Rhode Island**

### **Rhode Island Board of Governors for Higher Education**

Shepard Building

80 Washington Street

Providence, RI 02903

Website: <http://www.ribghe.org/>

### **Rhode Island Department of Attorney General**

Consumer Protection Unit

150 South Main Street

Providence, RI 02903

Website: <http://www.riag.state.ri.us/documents/consumer/ConsumerComplaintForm.pdf>

## **South Carolina**

### **South Carolina Commission on Higher Education**

1122 Lady St., Suite 300

Columbia, SC 29201

Website:

[http://www.che.sc.gov/AcademicAffairs/License/Complaint\\_procedures\\_and\\_form.pdf](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

Website:

<http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx>

## **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 Colleges - Room 226-T

101 East 15th Street

Austin, TX 78778-0001

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 78711-2548

Website: <https://www.oag.state.tx.us/consumer/complaintform.pdf>

## **Utah**

### **Utah Division of Consumer Protection**

160 East 300 South

Salt Lake City, UT 84111

[consumerprotection@utah.gov](mailto: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 05620-2501

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

### **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](mailto:communications@schev.edu)

Website: <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](mailto:dainfo@hecb.wa.gov)

Website: <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

Website: [http://www.wtb.wa.gov/PCS\\_Complaints.asp](http://www.wtb.wa.gov/PCS_Complaints.asp)

**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)

**West Virginia**

**West Virginia Higher Education Policy Commission**

1018 Kanawha Blvd E., Ste 700

Charleston, WV 25301-2800

Website: <http://www.wvhepc.com/>

**Community and Technical College System of West Virginia**

1018 Kanawha Blvd. E., Ste. 700

Charleston, WV 25301

Website: <http://www.wvctcs.org/>

**West Virginia Office of the Attorney General**

Consumer Protection Division

PO Box 1789

Charleston, WV 25326-1789

Website: <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](mailto:eabmail@eab.state.wi.us)

Website: <http://eab.state.wi.us/resources/complaint.asp>

## **Wyoming**

### **Wyoming Department of Education**

2300 Capitol Avenue

Hathaway Building, 2nd Floor

Cheyenne, WY 82002-0050

Website: <http://edu.wyoming.gov/>

### **Attorney General's Office**

123 Capitol Building

200 W. 24th Street

Cheyenne, WY 82002

Website: <http://www.ag.ny.gov/>