Student Complaint Information by State and Agency

October 2020 update

Please note: Whenever possible this report used information provided by the state agency and originally through the no longer live SHEEO Survey. In some cases, email correspondence and web site reviews were also incorporated.

State	***Agency Name***	***Link to and/or Information about Complaint Process- (for in-state complaints and activities outside of SARA)***
Alabama	Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning	For Alabama's public institutions, contacts are posted to the ACHE website at https://ache.edu/ACHE_Reports/Forms/NRI/federal-reg.pdf
	ACCS Private School Licensing Division	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		unknown
Arizona	Arizona State Board for Private Postsecondary Education	https://ppse.az.gov/complaint
Arkansas	Arkansas Department of Higher Education	https://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/grievance-form ADHE indicates that it has no authority over institutions.
	Arkansas State Board of Private Career Education	https://www.adhe.edu/private-career-education/students/ Webpage indicates that the board has legal authority to "publish and adhere to a procedure for handling student complaints."

California	Bureau for Private Postsecondary Education	http://www.bppe.ca.gov/enforcement/complaint.shtml * for institutions regulated by BPPE. https://www.dca.ca.gov/consumers/complaints/oos_students.shtml *for out of state institutions not subject to BPPE.
Colorado	Colorado Department of Higher Education AND Private Occupational Schools	https://highered.colorado.gov/filing-student-complaint
Connecticut	The Office of Financial and Academic Affairs for Higher Education	http://www.ctohe.org/StudentComplaints.shtml
Delaware	Delaware Department of Education	Only successful finding the complaint process for SARA Approved Delaware institutions - applicable for complaints under SARA policy ONLY.
District of Columbia	Education Licensure Commission	https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints
Federated States of Micronesia		unknown
Florida	Commission for Independent Education-Department of Education	http://www.fldoe.org/policy/cie/file-a-complaint.stml
Georgia	Nonpublic Postsecondary Education Commission	https://gnpec.georgia.gov/student-complaints
Guam		unknown
Hawaii	Hawaii Post-Secondary Education Authorization Program	http://cca.hawaii.gov/hpeap/student-complaint-process/
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	http://complaints.ibhe.org/

Indiana	Indiana Department of Workforce Development	https://www.in.gov/dwd/octs.htm
	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	http://www.kcpe.ky.gov/forms/FormtoFileaComplaint.pdf
Louisiana	Louisiana Board of Regent	https://regents.la.gov/students-parents/student-complaint-process/
	_____ Proprietary Schools	https://www.regents.la.gov/assets/docs/2014/07/StudentComplaintProcedure.pdf
Maine	Maine Department of Education, Office of Higher Education Services	No posted non-SARA complaint process could be found through the website for the higher education agency.
Maryland	Maryland Higher Education Commission	https://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx
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 Licensing and	https://www.michigan.gov/documents/lara/Post-Secondary_Student_Complaints_498839_7.pdf

	Regulatory Affairs	
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	http://www.sbcjc.cc.ms.us/pdfs/pg/PSComplaintForm.pdf
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
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/
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	https://www.state.nj.us/labor/lwdhome/coei/teu.html

NJ cont'd	Occupational Employment Information	
	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
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	https://www.northcarolina.edu/post-secondary-education-complaints/
	The North Carolina Community College System (Office of Proprietary School Services)	https://www.nccommunitycolleges.edu/proprietary-schools
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
	North Dakota University System	https://ndus.edu/state-authorization-sara/
Northern Marianas Islands		unknown
Ohio	The Ohio Board of Regents	https://www.ohiohighered.org/students/complaints
	Ohio State Board of Career Colleges and Schools	http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx
Oklahoma	Oklahoma State Regents for Higher Education	https://www.okhighered.org/current-college-students/complaints.shtml

	Oklahoma Board of Career and Technology Education	https://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/comments-or-complaints-policy
	The Oklahoma Board of Private Vocational Schools	http://obpvs.ok.gov/students#studentforms
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/** Unclear if this process is for SARA or to be used more generally although URL called SARA complaint process. http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf
Republic of Palau		unknown
Republic of the Marshall Islands		unknown
Rhode Island	Rhode Island Board of Governors for Higher Education	http://www.ribghe.org/pdfs/BOGStudentComplaintProcessII011012.pdf
South Carolina	South Carolina Commission on Higher Education	https://www.che.sc.gov/CHE_Docs/academicaffairs/license/Complaint_Procedures_and_Form.pdf
South Dakota	Secretary of State (South Dakota Attorney General)	https://consumer.sd.gov/complaintform.aspx
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	http://www.thecb.state.tx.us/links/student-complaints/

U.S. Virgin Islands		Unknown
Utah	Utah Division of Consumer Protection	http://consumerprotection.utah.gov/complaints/index.html
Vermont	Vermont State Board of Education	https://education.vermont.gov/documents/postsecondary-program-complaint-resolution
Virginia	Private & Out-of-State Postsecondary Education, State Council of Higher Education for Virginia	https://schev.edu/index/students-and-parents/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	http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf
	WV Council for Community & Technical College Education	http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf
Wisconsin	Wisconsin Educational Approval Board	https://dsps.wi.gov/Pages/Programs/EducationalApproval/Student.aspx
Wyoming	Wyoming Department of Education	https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/

*Originally based upon the SHEEO (State Higher Education Executive Officers) "Compendium of (State Authorization) Laws and Regulatory Practices," this summary was created with support from WCET's (WICHE Cooperative for Educational Technologies) State Authorization Network. SHEEO and WCET collaborated in directing the work of NCHEMS (National Center for Higher Education Management Systems) in gathering, updating, and compiling the information.