

State Contacts for Making Education-related Consumer Complaints

Alabama

Private School Licensure Division, Alabama Community College System
PO Box 302130, Montgomery, AL 36130-2130
<https://psl.asc.edu/External/Complaints.aspx>

Alaska

Alaska Commission on Postsecondary Education, PO Box 110505, Juneau, AK 99811-0505
EED.ACPE-IA@alaska.gov
<https://acpe.alaska.gov/ConsumerProtection>

Arkansas

Arkansas Department of Higher Education
425 Main Street, Suite 400, Little Rock, AR 72201
sbpce@arkansas.gov
<https://www.adhe.edu/private-career-education/students/>

California

California Bureau for Private Postsecondary Education, PO 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
<https://highered.colorado.gov/complaint-procedures>

Connecticut

Connecticut Office of Higher Education, 450 Columbus Boulevard, Suite 707, Hartford, CT 06103-1841
860-947-1800, pcs@ctohe.org

Delaware

Delaware Higher Education Office
John G. Townsend Building, Suite 2, Dover, DE 19901
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
Higher Education Licensure Commission
1050 First Street, NE
Washington, DC 20002

<http://osse.dc.gov/service/public-complaints>

Florida

Florida Commission for Independent Education
325 W. Gaines Street, Suite 1414, Tallahassee, FL 32399-0400

<http://www.fldoe.org/policy/cie/file-a-complaint.stml>

Georgia

Georgia Nonpublic Postsecondary Education Commission
2082 E. Exchange Pl. #220, Tucker, GA 30084-5334

<https://gnpec.georgia.gov/student-complaints>

Hawaii

Hawaii Postsecondary Education Authorization Program
P.O. Box 541, Honolulu, Hawaii 96809

hpeap@dcca.hawaii.gov

<http://cca.hawaii.gov/hpeap/student-complaint-process/>

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

<https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/>

Illinois

Illinois Board of Higher Education
1 North Old State Capitol Plaza
Suite 333
Springfield, IL 62701

complaints@ibhe.org

<http://complaints.ibhe.org/>

Indiana

Indiana Commission for Higher Education
101 W. Ohio Street, Suite 300
Indianapolis IN 46204-4206

<http://www.in.gov/che/2744.htm>
complaints@che.in.gov

Iowa

Iowa Student Aid Commission
430 E. Grand Ave., 3rd Floor, Des Moines, IA 50309

info@iowacollegeaid.gov

<https://www.iowaattorneygeneral.gov/for-consumers/file-a-consumer-complaint>

Kansas

Jennifer Armour, Associate Director
Kansas Board of Regents
1000 SW Jackson Street, Suite 520, Topeka, KS 66612-1368

http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process

(785) 430-4288

jarmour@ksbor.org

Kentucky

Kentucky Council on Postsecondary Education

http://cpe.ky.gov/campuses/consumer_complaint.html

<http://cpe.ky.gov/campuses/complaintform>

Office of the Attorney General
Capitol Suite 118, 700 Capitol Avenue,
Frankfort, KY 40601-3449

consumer.protection@ag.ky.gov

<https://ag.ky.gov/Priorities/Protecting-Kentuckians/Consumers/Pages/Consumer-Complaints.aspx>

Louisiana

Louisiana Attorney General Office, Consumer Protection Section, PO Box 94005, Baton Rouge, LA 70804

ConsumerInfo@ag.louisiana.gov, 1-800-351-4889, 225-326-6465

<http://www.ag.state.la.us/ConsumerDisputes>

Louisiana Board of Regents, Attn: Carol Marabella, P.O. Box 3677, Baton Rouge, LA 70821-3677

Complaints may also be sent to: Louisiana Board of Regents, Attn: Melissa Anders, P.O. Box 3677, Baton Rouge, LA 70821-3677

<http://www.regents.la.gov/assets/docs/2013/03/Board-of-Regents-SARA-Student-Complaint-Form.pdf>

Maine

Maine Department of Education
Anita Bernhardt - Complaints
23 State House Station
Augusta, ME 04333-0023

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
6 North Liberty Street, 10th Floor, Baltimore, MD 21201
(410) 767-3388

http://mhec.maryland.gov/institutions_training/Documents/acadaff/MHECStudentComplaintForms.pdf

Office of the Attorney General, Consumer Protection Division
200 St. Paul Place, Baltimore, MD 21202
Consumer Protection Hotline: (410) 528-8662

consumer@oag.state.md.us
<http://www.oag.state.md.us/Consumer/complaint.htm>

Massachusetts

Massachusetts Board of Higher Education
One Ashburton Place
Room 1401
Boston, MA 02108

<http://www.mass.edu/forstufam/complaints/complaintform.asp>

Michigan

Michigan Department of Licensing and Regulatory Affairs, Bureau of Commercial Services, Licensing Division
Department of Licensing and Regulatory Affairs
Corporations, Securities & Commercial Licensing
Schools and Licensing
PO Box 30018
Lansing MI 48909

http://www.michigan.gov/documents/lara/LCE-992_0715_494884_7.pdf

Minnesota

Minnesota Office of Higher Education
1450 Energy Park Drive, Suite 350, St. Paul, MN 55108-5227

<http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

Mississippi

Mississippi Commission on College Accreditation
3825 Ridgewood Road, Jackson, MS 39211-6453

<http://www.mississippi.edu/mcca/downloads/mccastudentcomplaintform.pdf>

Consumer Protection Division, Office of the Attorney General
PO Box 22947, Jackson, MS 39225-2947

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

<http://www.ago.state.ms.us/forms/complaint-form/>

Missouri

Missouri Department of Higher Education and Workforce Development
301 W. High Street, Suite 840
PO Box 1469
Jefferson City, MO 65102-1469,
info@dhewd.mo.gov

Policy: <http://dhewd.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>

Montana

Montana Board of Regents
Office of Commissioner of Higher Education
Montana University System
560 North Park Avenue
Helena, MT 59601

Montana Office of Consumer Protection
2225 11th Avenue
PO Box 200151
Helena, MT 59620-0151
contactocp@mt.gov

<http://mus.edu/MUS-Statement-of-Complaint-Process.asp>

Nebraska

Nebraska Coordinating Commission for Postsecondary Education
PO Box 95005, Lincoln, NE 68509-5005

Nebraska Attorney General
Consumer Protection Division
2115 State Capitol, Lincoln, NE 68509

<https://protectthegoodlife.nebraska.gov/file-consumer-complaint>

Consumer Protection Hotline: (800) 727-6432

Nevada

Nevada Commission on Postsecondary Education
8778 S Maryland Parkway, Suite 115, Las Vegas, NV 89123

http://cpe.nv.gov/Students/Students_Home/

New Hampshire

Janet Fiderio
New Hampshire Department of Education – Division of Higher Education
101 Pleasant Street
Concord, NH 03301
janet.fiderio@doe.nh.gov
603-271-2695

New Jersey

New Jersey Higher Education
PO Box 542, Trenton, NJ 08625

oshe@oshe.nj.gov

<http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>

New Jersey Division of Consumer Affairs
124 Halsey Street, Newark, New Jersey 07102

<http://www.njconsumeraffairs.gov/Pages/File-a-Complaint-old.aspx>

New Mexico

New Mexico Higher Education Department
2044 Galisteo Street, Suite 4, Santa Fe, NM 87505

<http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx>

HigherEd.Info@state.nm.us

505-476-8411

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>

North Carolina

North Carolina State Board of Proprietary Schools
200 West Jones St.
Raleigh, NC 27603

<http://www.nccommunitycolleges.edu/proprietary-schools>

North Dakota

Dr. Richard Rothaus, Vice Chancellor of Academic and Student Affairs

North Dakota University System
600 E Boulevard Ave, Dept 215

Bismarck, ND 58505-0230

richard.rothaus@ndus.edu

(701) 328-4136

<http://www.ndus.edu/system/state-authorization/>

North Dakota Consumer Protection Division (if institution is not authorized)

Office of Attorney General

Parrell Grossman, Director, Consumer Protection Division, 701-328-5570

Gateway Professional Center, 1050 E Interstate Ave. Suite 200, Bismarck, ND 58503-5574

<https://attorneygeneral.nd.gov/consumer-resources/consumer-complaints>

Ohio

Ohio State Board of Career Colleges and Schools
30 East Broad Street, Suite 2481, Columbus, OH 43215
<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

Oklahoma

Oklahoma State Board of Private Vocational Schools
3700 Classen Boulevard, Suite 250, Oklahoma City, OK 73118-2864

Oregon

Oregon Higher Education Coordinating Commission
Office of Degree Authorization
255 State St. NE, Salem, OR 97301

Oregon Attorney General
Financial Fraud/Consumer Protection Section
1162 Court St. NE, Salem, OR 97301-4096
http://www.doj.state.or.us/consumer/pdf/consumer_complaint.pdf

Pennsylvania

Pennsylvania Department of Education
333 Market Street, Harrisburg, PA 17126-0333
<http://www.education.pa.gov/Documents/Postsecondary-Adult/College%20and%20Career%20Education/Private%20Licensed%20Schools/Community%20Colleges-Colleges-Universities%20and%20Seminaries%20Complaint%20Form.pdf>

Office of Attorney General, Bureau of Consumer Protection
14th Floor, Strawberry Square, Harrisburg, PA 17120
https://www.attorneygeneral.gov/Quick_Links/Pennsylvania_Attorney_General_Complaint_Forms/

Rhode Island

Rhode Island Office of the Postsecondary Commissioner
560 Jefferson Boulevard
Warwick, RI 02886

Rhode Island Department of Attorney General, Consumer Protection Unit
150 South Main Street, Providence, RI 02903
<https://riag.wufoo.com/forms/q1851amb1bdd4d5/>

South Carolina

South Carolina Commission on Higher Education
1122 Lady St., Suite 300
Columbia, SC 29201
803-737-3918

South Dakota

South Dakota Secretary of State Steve Barnett
State Capitol
500 East Capitol Avenue
Pierre, SD 57501-5070
sdsos@state.sd.us

South Dakota Office of Attorney General, Division of Consumer Protection
1302 E Hwy 14 Suite 3, Pierre, SD 57501-8053
<http://consumer.sd.gov/complaintform.aspx>

Tennessee

Tennessee Higher Education Commission
404 James Robertson Parkway, Suite 1900, Nashville, TN 37243
<https://www.tn.gov/content/tn/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html>

Texas

Texas Higher Education Coordinating Board
1200 E. Anderson Lane, Austin, TX 78752
<http://www.thecb.state.tx.us/index.cfm?objectid=989FE9A0-2213-11E8-BC500050560100A9>

Office of the Attorney General
Consumer Protection Division
PO Box 12548, Austin, TX 78711-2548
<https://www.texasattorneygeneral.gov/cpd/file-a-consumer-complaint>

Utah

Utah Division of Consumer Protection
160 East 300 South
Salt Lake City, Utah 84111
consumerprotection@utah.gov
<https://dcp.utah.gov/complaints/manual.html>

Vermont

Vermont Agency of Education, State Board of Education
1 National Life Drive, Davis 5, Montpelier, VT 05602-2501
AOE.EdInfo@state.vt.us

Vermont Attorney General's Office
109 State Street, Montpelier, VT 05602-2501

Virginia

State Council of Higher Education for Virginia
101 N. 14th St., James Monroe Building, Richmond, VA 23219
<http://www.schev.edu/index/students-and-parents/resources/student-complaints>

Washington

Washington Student Achievement Council
917 Lakeridge Way, PO Box 43430
Olympia, WA 98504-3430
complaints@wsac.wa.gov
<http://wsac.wa.gov/protecting-education-consumers>

West Virginia

Community and Technical College System of West Virginia
1018 Kanawha Blvd. E., Ste. 700, Charleston WV 25301
<https://wvctcs.org/complaints>
West Virginia Office of the Attorney General, Consumer Protection Division
P.O. Box 1789, Charleston, WV 25326-1789

Wisconsin

Wisconsin Educational Approval Program
P.O. Box 8366
Madison, WI 53708-8366
dspseap@wisconsin.gov
<https://dsps.wi.gov/Documents/EAComplaintForm3.01.doc>

Wyoming

Wyoming Department of Education
2300 Capitol Avenue, Hathaway Building, 2nd Floor
Cheyenne, WY 82002-0050
<https://1ddlxtt2jowkvs672myo6z14-wpengine.netdna-ssl.com/wp-content/uploads/2018/08/Wyoming-Department-of-Education-Student-Complaint-Process.pdf>
<https://edu.wyoming.gov/blog/2018/12/06/student-complaint-form/>
Attorney General's Office
123 Capitol Building, 200 W. 24th Street
Cheyenne, WY 82002

Puerto Rico

Postsecondary Education Complaints
Director of Licensure
University of North Carolina System Office
910 Raleigh Road
Chapel Hill, NC 27515
919-962-4558, studentcomplaint@northcarolina.edu

Virgin Islands

Government of the United States Virgin Islands
Department of Education, Office of the Commissioner
1834 Kongens Gade
St. Thomas, V.I. 00802