

Agencies for Filing Student Complaints by State

Please report broken links to brunsdl@brunswickcc.edu. Thank you.

Alabama

Alabama Commission on Higher Education
P. O. Box 302000
Montgomery, AL 36130-2000
Email: complaints@accs.edu
Telephone: [\(334\) 242-1998](tel:(334)242-1998)
Fax: [\(334\) 242-0268](tel:(334)242-0268)
[Alabama Complaints](#)

Alaska

Alaska Commission on Post-secondary Education
PO Box 110505
Juneau, AK 99811-0505
Telephone: [\(907\) 465-2962](tel:(907)465-2962)
Fax: [\(907\) 465-5316](tel:(907)465-5316)
[Alaska Complaints](#)

Arizona

Arizona State Board for Private Postsecondary Education
1400 W. Washington Street, Room 260
Phoenix, AZ 85007
Telephone: [\(602\) 542-5709](tel:(602)542-5709)
Fax: [\(602\) 542-1253](tel:(602)542-1253)
[Arizona Complaints](#)

Arkansas

Arkansas Higher Education Coordinating Board
Arkansas Department of Higher Education
114 East Capitol Avenue
Little Rock, AR 72201
Telephone: [\(501\) 371-2000](tel:(501)371-2000)
Email: ADHE_Info@adhe.edu
[Arkansas Complaints](#) (See Appendix J)

California

California Bureau of Private Postsecondary Education
P.O. Box 980818
W. Sacramento, CA 95798-0818
Telephone: [\(916\) 431-6959](tel:(916)431-6959)
Fax: [\(916\) 263-1895](tel:(916)263-1895)
[California Complaints](#)

Colorado

Colorado Department of Higher Education

1560 Broadway, Suite 1600
Denver, Colorado 80202
Telephone: [\(303\) 866-2723](tel:(303)866-2723)
Fax: [\(303\) 866-4266](tel:(303)866-4266)
[Colorado Complaints](#)

Connecticut

Office of Higher Education
450 Columbus Blvd., Suite 707
Hartford, CT 06103-1841
Telephone: (860) 947-1800
Email: pcs@ctdhe.org
[Connecticut Complaints](#)

Delaware

Delaware Department of Education
Delaware Higher Education Office
John G. Townsend Building
401 Federal Street
Dover, DE 19901
Telephone: [\(302\) 735-4000](tel:(302)735-4000)
Fax: [\(302\) 739-4654](tel:(302)739-4654)
[Delaware Complaints](#)

District of Columbia

District of Columbia Office of the State Superintendent of Education
Education Licensure Commission
1050 First Street, NE
Washington, DC 20002
Telephone: [\(202\) 727-6436](tel:(202)727-6436)
[District of Columbia Complaints](#)

Florida

Florida Commission on Independent Education
325 W. Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
Email: cieinfo@fldoe.org
Telephone: [\(850\) 245-0505](tel:(850)245-0505)
Fax: [\(850\) 245-3238](tel:(850)245-3238)
[Florida Complaints](#)

Georgia

Georgia Nonpublic Postsecondary Education Commission
2082 East Exchange Place #220
Tucker, GA 30084-5334
Telephone: [770-414-3300](tel:770-414-3300)
Fax: [770-414-3309](tel:770-414-3309)
[Georgia Complaints](#)

Hawaii

Hawaii State Board of Education

P.O. Box 2360
Honolulu, Hawaii 96804
Telephone: [\(808\) 933-0910](tel:(808)933-0910)
Fax: [\(808\) 933-8845](tel:(808)933-8845)
[Hawaii Complaints](#)

Idaho

Idaho State Board of Education
Attn: State Coordinator for Private Colleges and Proprietary Schools
650 W State Street
P.O. Box 83720
Boise, ID 83720-0037
Telephone: [\(208\) 334-2270](tel:(208)334-2270)
Fax: [\(208\) 334-2632](tel:(208)334-2632)
[Idaho Complaints](#)

Illinois

Associate Director for Diversity and Outreach
Illinois Board of Higher Education
1 N. Old State Capitol Plaza, Suite 333
Springfield, Illinois 62701-1377
Telephone: [\(217\) 782-2551](tel:(217)782-2551)
Fax: [\(217\) 782-8548](tel:(217)782-8548)
[Illinois Complaints](#)

Indiana

Academic Programs Manager
Indiana Commission for Higher Education
Attn: Complaints
101 West Ohio Street, Suite 300
Indianapolis, Indiana 46204-1984
Email: Complaints@che.in.gov
Telephone: [\(317\) 232-1320](tel:(317)232-1320)
Fax: [\(317\) 233-4219](tel:(317)233-4219)
[Indiana Complaints](#)

Iowa

Iowa College Student Aid Commission
430 East Grand Ave., FL 3
Des Moines, IA 50309
Telephone: [\(515\) 725-0959](tel:(515)725-0959) or [\(515\) 725-3426](tel:(515)725-3426)
Fax: [\(515\) 725-3401](tel:(515)725-3401)
[Iowa Complaints](#)

Kansas

Kansas Board of Regents
1000 SW Jackson Street, Suite 520
Topeka, KS 66612-1368
Telephone: [\(785\) 296-4917](tel:(785)296-4917)

Fax: [\(785\) 296-7052](tel:(785)296-7052)
[Kansas Complaints](#)

Kentucky

CPE Consumer Complaint
Council on Postsecondary Education
1024 Capital Center Drive, Suite 320
Frankfort, KY 40601
Telephone: [\(502\) 573-1555](tel:(502)573-1555)
Fax: [\(502\) 573-1535](tel:(502)573-1535)
[Kentucky Complaints](#)

Louisiana

SARA Student Complaints
Louisiana Board of Regents
P.O. Box 3677
Baton Rouge, LA 70821-3677
Telephone: [\(225\) 342-4253](tel:(225)342-4253)
[Louisiana Complaints](#)

Maine

SARA Complaints
Maine Department of Education
23 State House Station
Augusta, ME 04333-0023
Telephone: [\(207\) 624-6600](tel:(207)624-6600)
Fax: [\(207\) 624-6700](tel:(207)624-6700)
[Maine Complaints](#)

Maryland

Consumer Protection Division
Office of the Attorney General
200 Saint Paul Place
Baltimore, MD 21202
Telephone: (410) 260-4500
Fax: (800) 974-0203
[Maryland Complaints](#)

Massachusetts

Massachusetts Department of Higher Education
One Ashburton Place, Room 1401
Boston, MA 02108
Telephone: [\(617\) 994-6950](tel:(617)994-6950)
Fax: [\(617\) 727-0955](tel:(617)727-0955)
[Massachusetts Complaints](#)

Michigan

State Of Michigan
Department of Licensing and Regulatory Affairs
Corporations, Securities & Commercial Licensing Bureau Administrative Services Section-Complaint
Intake

P.O. Box 30018
Lansing, MI 48909
Telephone: [\(517\) 373-1820](tel:(517)373-1820)
Fax: [\(517\) 373-2129](tel:(517)373-2129)
[Michigan Complaints](#) (See Consumer Information on this page)

Minnesota

Institutional Registration & Licensing
Minnesota Office of Higher Education
1450 Energy Park Drive, Suite 350
St. Paul, MN 55108-5227
Telephone: [\(651\) 642-0567](tel:(651)642-0567)
Fax: [\(651\) 642-0675](tel:(651)642-0675)
[Minnesota Complaints](#)

Mississippi

Mississippi Commission on College Accreditation
Student Complaints
3825 Ridgewood Road
Jackson, MS 39211-6453
Telephone: [\(601\) 432-6372](tel:(601)432-6372)
Fax: [\(601\) 432-6225](tel:(601)432-6225)
[Mississippi Complaints](#)

Missouri

Missouri Department of Higher Education
205 Jefferson Street
P.O. Box 1469
Jefferson City, MO 65102-1469
Telephone: [\(573\) 526-1577](tel:(573)526-1577)
[Missouri Complaints](#) (See Complaint Resolution Policy PDF)

Montana

Montana Board of Regents
Office of Commissioner of Higher Education
Montana University System
2500 Broadway Street
PO Box 203201
Helena, MT 59620-3201
Telephone: [\(406\) 444-6570](tel:(406)444-6570)
Email: emorrison@montana.edu
[Montana Complaints](#)

Nebraska

Nebraska's Coordinating Commission for Postsecondary Education
ATTN: Complaints
P.O. Box 95005
Lincoln, NE 68509-5005
Telephone: [\(402\) 471-2847](tel:(402)471-2847)
Fax: [\(402\) 471-2886](tel:(402)471-2886)
[Nebraska Complaints](#)

Nevada

Assistant Vice Chancellor for Academic and Director of Student Affairs
SARA Portal Agency
Nevada System of Higher Education
2601 Enterprise Road
Reno, NV 89512
Telephone: [\(702\) 486-7330](tel:(702)486-7330)
Fax: [\(702\) 486-7340](tel:(702)486-7340)
[Nevada Complaints](#)

New Hampshire

New Hampshire Department of Education
101 Pleasant ST
Concord, NH 03301-3852
Telephone: [\(603\) 271-3494](tel:(603)271-3494)
Email: laura.a.stoneking@doe.nh.gov
[New Hampshire Complaints](#) (See SARA Complaint Resolution Processes)

New Jersey

Secretary of Higher Education
New Jersey Higher Education
PO Box 542
Trenton, NJ 08625-0542
Telephone: [\(609\) 588-3226](tel:(609)588-3226)
Email: nj_che@che.state.nj.us
[New Jersey Complaints](#)

New Mexico

New Mexico Higher Education Department
2048 Galisteo Street
Santa Fe, NM 87505-2100
Telephone: [\(505\) 476-8400](tel:(505)476-8400)
Fax: [\(505\) 476-8453](tel:(505)476-8453)
[New Mexico Complaints](#)

New York

New York State Education Department, Office of Higher Education
New York Office of College and University Evaluation
EBA Room 960
Albany, NY 12234
Telephone: [\(518\) 474-2593](tel:(518)474-2593)
Fax: [\(518\) 486-2779](tel:(518)486-2779)
[New York Complaints](#)

North Carolina

North Carolina Post-Secondary Education Complaints
910 Raleigh Road
Chapel Hill, North Carolina 27515
Phone: [\(919\) 962-4558](tel:(919)962-4558)
Email: studentcomplaint@northcarolina.edu
[North Carolina Complaints](#)

North Dakota

Vice Chancellor of Academic and Student Affairs
North Dakota University System
600 East Boulevard Ave
Bismarck, ND 58505-0230
Telephone: [\(701\) 328-3180](tel:(701)328-3180)
Fax: [\(701\) 328-1255](tel:(701)328-1255)
[North Dakota Complaints](#)

Ohio

Ohio Department of Higher Education
25 South Front Street
Columbus, OH 43215
Telephone: [\(614\) 466-6000](tel:(614)466-6000)
Fax: [\(614\) 466-5866](tel:(614)466-5866)
[Ohio Complaints](#)

Oklahoma

Oklahoma State Regents for Higher Education
655 Research Parkway, Suite 200
Oklahoma City, OK 73104
Telephone: [\(405\) 225-9100](tel:(405)225-9100)
Email: communicationsdepartment@osrhe.edu
[Oklahoma Complaints](#)

Oregon

Higher Education Coordinating Commission
ATTN: Complaints-SARA
775 Court Street NE
Salem OR 97301
Telephone: [\(503\) 947-5600](tel:(503)947-5600)
Fax: [\(503\) 378-5156](tel:(503)378-5156)
[Oregon Complaints](#)
[Oregon Complaint Form](#)

Pennsylvania

Division of Higher Education, Access, and Equity
Pennsylvania Department of Education – Postsecondary and Adult Education
333 Market Street, 12th Floor
Harrisburg, PA 17126-0333
Telephone: [\(717\) 783-8228](tel:(717)783-8228)
Fax: [\(717\) 722-3622](tel:(717)722-3622)
[Pennsylvania Complaints](#)

Puerto Rico

Puerto Rico Council on Education Director (Consejo de Educación de Puerto Rico)
PO Box 19900
San Juan, PR 00910-1900
Telephone: [\(787\) 641-7100](tel:(787)641-7100)
Fax: [\(787\) 641-2573](tel:(787)641-2573)

[Puerto Rico Complaints](#)

Rhode Island

Office of the Postsecondary Commissioner
560 Jefferson Blvd.
Warwick, RI 02886-1304
Telephone: (401) 456-6008
Email: dgrossman-garber@ribghe.org
[Rhode Island Complaints](#) (scroll to bottom of the page)

South Carolina

South Carolina Commission on Higher Education
Academic Affairs
1122 Lady Street, Suite 300
Columbia, SC 29201
Telephone: [\(803\) 737-2260](tel:(803)737-2260)
Fax: [\(803\) 737-2297](tel:(803)737-2297)
Email: submitcomplaint@che.sc.gov
[South Carolina Complaints](#)

South Dakota

South Dakota Board of Regents
306 East Capitol Avenue
Pierre, SD 57501
Telephone: 605-773-3455
Email: info@sdbor.edu
[South Dakota Complaints](#)

Tennessee

DPSA Complaints
Tennessee Higher Education Commission
Parkway Towers, Suite 1900
404 James Robertson Parkway
Nashville, TN 37243-0830
Telephone: [\(615\) 741-3605](tel:(615)741-3605)
Fax: [\(615\) 741-6230](tel:(615)741-6230)
[Tennessee Complaints](#)

Texas

Texas Higher Education Coordinating Board
Office of General Counsel
PO Box 12788
Austin, Texas 78711-2788
Telephone: [\(512\) 427-6101](tel:(512)427-6101)
[Contact Form](#)
[Texas Complaints](#)

Utah

Utah System of Higher Education
Board of Regents Building
The Gateway
60 South 400 West

Salt Lake City, Utah 84101
Telephone: [\(801\) 530-6601](tel:(801)530-6601)
Fax: [\(801\) 530-6001](tel:(801)530-6001)
[Utah Complaints](#)

U.S. Virgin Islands

Government of the United States Virgin Islands
Department of Education, Office of the Commissioner
1834 Kongens Gade
St. Thomas, VI 00802
Telephone: (340) 775-2250
[US Virgin Islands Complaints](#)

Vermont

Postsecondary Approvals
Vermont Agency of Education
219 North Main Street, Suite 402
Barre, VT 05641
Telephone: [\(802\) 828-3135](tel:(802)828-3135)
Email: DOE-EdInfo@state.vt.us
[Vermont Complaints](#)

Virginia

State Council of Higher Education for Virginia
James Monroe Building
101 N. 14th Street, 10th FL
Richmond, VA 23219
Telephone: [\(804\) 371-2285](tel:(804)371-2285)
Fax: [\(804\) 225-2604](tel:(804)225-2604)
[Virginia Complaints](#)

Washington

Washington Student Achievement Council
917 Lakeridge Way SW
Olympia, WA 98502
Telephone: [\(360\) 753-7869](tel:(360)753-7869)
Email: DAinfo@hecb.wa.gov
[Washington Complaints](#)

West Virginia

West Virginia Higher Education Policy Commission
1018 Kanawha Boulevard, East, Suite 700
Charleston WV 25301
Telephone: [\(304\) 558-4016](tel:(304)558-4016)
Email: canderson@hepc.wvnet.edu
[West Virginia Complaints](#)

Wisconsin

University of Wisconsin System
Academic Programs and Educational Innovation
1612 Van Hise Hall
1220 Linden Dr.

Madison, WI 53706
Telephone: [\(608\) 266-1996](tel:(608)266-1996)
Fax: [\(608\) 264-8477](tel:(608)264-8477)
[Wisconsin Complaints](#)

Wyoming

Wyoming Community College Commission
2300 Capital Ave., 5th Floor, Suite B
Cheyenne, WY 82002
Telephone: [\(307\) 777-5712](tel:(307)777-5712)
Email: samantha.mills@wyo.gov
[Wyoming Complaints](#)

*Brunswick Community College Distance Learning
Report broken links: brunsdl@brunswickcc.edu
Revised 03/09/2021*

APPENDIX - Printable Complaint Website URLs by State

State	Website
Alabama	https://www.accs.edu/student-complaints/
Alaska	http://acpe.alaska.gov/ABOUT_US/Consumer_Protection
Arizona	https://ppse.az.gov/complaint
Arkansas	http://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee (see appendix j)
California	http://www.bppe.ca.gov/enforcement/complaint.shtml
Colorado	https://highered.colorado.gov/filing-student-complaint
Connecticut	http://www.ctohe.org/StudentComplaints.shtml
Delaware	http://www.doe.k12.de.us/sara
District of Columbia	https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints
Florida	http://www.fldoe.org/policy/cie/file-a-complaint.stml
Georgia	https://gnpec.org/consumer-resources/sara-online-student-complaint-form/
Hawaii	http://cca.hawaii.gov/hpeap/hpeap-sara-complaint-process/
Idaho	http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp
Illinois	http://complaints.ibhe.org/
Indiana	http://www.in.gov/che/2744.htm
Iowa	https://www.iowacollegeaid.gov/StudentComplaintForm
Kansas	https://kansasregents.org/resources/PDF/Academic_Affairs/3257-ComplaintForm_SARAINstitutions.pdf
Kentucky	http://cpe.ky.gov/campuses/consumer_complaint.html
Louisiana	https://regents.la.gov/divisions/planning-research-and-academic-affairs/institutional-licensure/sara/
Maine	https://www.maine.gov/doe/learning/highered/sara
Maryland	http://mhec.maryland.gov/institutions_training/pages/acadaff/acadaffairsdepartments.aspx
Massachusetts	http://www.mass.edu/forstufam/complaints/complaints.aspx
Michigan	http://www.michigan.gov/lara/0,4601,7-154-61343_35414_60647_2739---,00.html
Minnesota	https://www.ohe.state.mn.us/mpg.cfm?pageid=2190
Mississippi	http://www.mississippi.edu/mcca/student_complaint_process.asp
Missouri	http://dhe.mo.gov/policies/ (see complaint resolution policy pdf)
Montana	http://mus.edu/mus-statement-of-complaint-process.asp
Nebraska	https://ccpe.nebraska.gov/student-complaint-form
Nevada	https://nshe.nevada.edu/wp-content/uploads/Academic-Affairs/SARA_Complaint_Resolution_Form-Rev_20191224.pdf
New Hampshire	https://www.education.nh.gov/pathways-education/higher-education-new-hampshire
New Jersey	https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml
New Mexico	https://hed.state.nm.us/students-parents/student-complaints https://hed.state.nm.us/students-parents/student-complaints
New York	http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html

State	Website
North Carolina	https://www.northcarolina.edu/post-secondary-education-complaints/
North Dakota	https://www.ndus.edu/system/state-authorization//
Ohio	https://www.ohiohighered.org/students/complaints
Oklahoma	http://www.okhighered.org/current-college-students/complaints.shtml
Oregon	https://www.oregon.gov/highered/about/Pages/complaints.aspx https://www.oregon.gov/HigherEd/Documents/HECC/Resources/SARA/DownloadComplaintForm.pdf
Pennsylvania	https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx
Puerto Rico	http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf
Rhode Island	https://www.riopc.edu/page/RI-SARA/
South Carolina	http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf
South Dakota	https://www.sdbor.edu/administrative-offices/academics/SD-SARA/Pages/default.aspx
Tennessee	https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html
Texas	https://www1.thecb.state.tx.us/WWW/comments/ https://www.highered.texas.gov/institutional-resources-programs/public-universities-health-related-institutions/other-institutional-resources/state-authorization-reciprocity-agreement-sara/
Utah	https://higheredutah.org/sara/
US Virgin Islands	https://www.vide.vi/
Vermont	http://education.vermont.gov/documents/postsecondary-program-complaint-resolution
Virginia	http://www.schev.edu/index/students-and-parents/resources/student-complaints
Washington	http://www.wsac.wa.gov/student-complaints
West Virginia	http://www.wvhepc.edu/inside-the-commission/special-initiatives/state-authorization-reciprocity-agreement-sara/
Wisconsin	https://www.wisconsin.edu/student-complaints/
Wyoming	https://1ddlxtt2jowkvs672myo6z14-wpengine.netdna-ssl.com/wp-content/uploads/2018/08/Wyoming-Department-of-Education-Student-Complaint-Process.pdf