

**SHEEO State Authorization Survey:
Student Complaint Information by State and Agency**

Please note: Whenever possible this report used language provided by the state agency through the 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
Alabama	Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning	Complaints for out-of-state institutions are referred to the Alabama Department of Postsecondary Education (ADPE) for response. Please see the ADPE link below. For in-state institutions, contacts are posted to the ACHE website at http://www.ache.state.al.us/
	Alabama Department of Postsecondary Education - Office of Private School Licensing Division	http://www.accs.cc/complaintform.aspx
Alaska	Alaska Commission on Postsecondary Education	The Alaska Commission on Postsecondary Education (ACPE) processes complaints alleging violations of state institutional authorization law relative to postsecondary institutions or programs in Alaska. The complaint investigation process is described in AS 14.48.130 and 20 AAC 17.130-145 . Students are encouraged to pursue the complaint process at their institutions prior to contacting ACPE. To request a complaint form please send an email to: EED.ACPE-IA@alaska.gov. For questions or assistance relative to complaints please contact: Jo Anne Hayden, Program Coordinator for Institutional Authorization (907-465-6741) or at EED.ACPE-IA@alaska.gov. Alaska Commission on Postsecondary Education; P.O. Box 110505; Juneau, AK 99811-0505.
Arizona	Arizona State Board for Private Postsecondary Education	http://azppse.state.az.us/student_info/compliance.asp
Arkansas	Arkansas Higher Education Coordinating Board	ADHE requires the certified institution to make a decision on the student grievance following the institution's public policy. Inquiries into student grievances must be limited to AHECB certified (under Arkansas Code §6-61-301) courses/degree programs and institutions and to matters related to the criteria for certification. Within 20 days of completing the institution's grievance procedures, the student may file the complaint in writing with the ICAC Coordinator, Arkansas Department of Higher Education, 114 East Capitol, Little Rock, AR 72201. The grievant must provide a statement from the institution verifying that the institution's appeal process has been followed. ADHE will notify the institution of the grievance within 15 days of the filing. Within 10 days after ADHE notification, the institution must submit a written response to ADHE. Other action may be taken by ADHE as needed.

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	Arkansas State Board of Private Career Education	If students believe that their rights have been violated, we always suggest they first seek to resolve the problem by following the school's complaint process. Next, meet with the School Administrator and discuss their concerns with him/her. If the problem is not solved at the school level, the student may then contact us at (501) 683-8000.
California	California Bureau for Private Postsecondary Education	http://www.bppe.ca.gov/enforcement/complaint.shtml
Colorado	Colorado Department of Higher Education	http://highered.colorado.gov/Academics/Complaints/default.html
	Colorado Department of Higher Education, Division of Private Occupational Schools	http://highered.colorado.gov/DPOS/Students/complaint.html
Connecticut	Connecticut Office of Higher Education	For degree granting institutions, students should contact the Office of Financial and Academic Affairs for Higher Education at 860-947-1822 for specific instructions. For Post-Secondary Occupational Schools, a complaint form is available at the web site: http://www.ctdhe.org/POSA/pdf/CP2ComplaintForm.pdf
Delaware	Delaware Department of Education	The Delaware Department of Education will investigate complaints. Such complaints must be in writing and verified by the signature of the person making the complaint. Oral, anonymous or unsigned complaints will not be investigated. Until the web site is functional, please write or call for more information. The Delaware Department of Education; Teacher and Administrator Quality; John W. Collette Resource Center; 35 Commerce Way; Dover, DE 19904. The Delaware Department of Education phone number is 302-857-3388.
District of Columbia	District of Columbia Education Licensure Commission	http://osse.dc.gov/service/public-complaints
Florida	Florida Department of Education, Commission for Independent Education	http://www.fldoe.org/cie/complaint.asp
Georgia	Nonpublic Postsecondary Education Commission	http://www.gnpec.org/MainMenu.asp
Hawaii	none listed	none listed
Idaho	Idaho State Board of Education	Complaint process described in Admin Rule (July 1, 2011) section 500. Forms and instructions available upon request from the State Coordinator for Private Colleges & Proprietary Schools. For more information, please contact the Office of the Idaho State Board of Education (Main Office: 208-334-2270).

State	Agency Name	Link to and/or Information about Complaint Process
Illinois	Illinois Board of Higher Education	Institutional Complaint Hotline: (217) 557-7359. The Board receives general information email at info@ibhe.org. Students seeking to register a complaint about an institution are required to submit the complaint in writing. Complaint processing as relates to maintenance of institutional approvals is described in 23 Illinois Administrative Rules Sections 1030.70 and 1030.80.
Indiana	Indiana Commission on Proprietary Education	http://www.in.gov/cpe/2329.htm
Iowa	Iowa College Student Aid Commission	http://www.iowacollegeaid.gov/forms.html
Kansas	Kansas Board of Regents	http://www.kansasregents.org/private_postsecondary_complaint_process
Kentucky	Kentucky Council on Postsecondary Education	http://cpe.ky.gov/policies/academicpolicies/licensure.htm
	Kentucky State Board for Proprietary Education	http://www.bpe.ky.gov/Pages/default.aspx
Louisiana	Louisiana Board of Regents	For proprietary schools, the complaint procedure appears on the Board of Regents website: http://www.regents.doa.louisiana.gov/index.cfm?md=pagebuilder&tmp=home&pid=21&pnid=0&nid=7 Cursor down to Procedures and click on "student complaint procedures". For the academic degree-granting institutions, Louisiana relies on the Consumer Affairs Division of the Attorney General's Office at 225-326-6200.
Maine	Maine Department of Education, Office of Higher Education Services	Complaints shall be addressed in writing to the Maine Department of Education, Office of Higher Education, Augusta, Maine, 04333, with specific facts and allegations and signed by the complainant. The school shall be notified of any complaints which are to be investigated.
Maryland	Maryland Higher Education Commission	Individuals who wish to submit a complaint may use the following contact information: Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202. Please see PDF at: http://www.mhec.state.md.us/higherEd/acadAff/MHECStudentComplaintProcess.pdf
Massachusetts	Massachusetts Department of Higher Education	http://www.mass.edu/forstudents/complaints/complaintprocess.asp
Michigan	Michigan Department of Licensing and Regulatory Affairs	The Michigan Department of Licensing & Regulatory Affairs addresses complaints involving <u>proprietary schools</u> in Michigan – Please see web site at: http://www.michiganps.net/complaint.aspx Complaints involving <u>public university</u> consumer protection violations may be directed to: Office of the Attorney General of the State of Michigan; Consumer Protection Division; P.O. Box 30213; Lansing, MI 48909-7713. Please see web site at: http://michigan.gov/ag/0,1607,7-164-1773-42077--,00.html

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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/
	Mississippi Commission on Proprietary School and College Registration	http://www.sbcjc.cc.ms.us/program/psDefault.aspx
Missouri	Missouri Department of Higher Education	http://dhe.mo.gov/contactus.php
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	http://www.education.ne.gov/PPCS/PPCS%20Forms.html
	Nebraska Coordinating Commission for Postsecondary Education	The policies regarding student complaints are listed on our website with a notation that they are not final. The Coordinating Commission for Postsecondary Education (CCPE) intends to have a section on the website that walks students through the process; in the meanwhile, please call our office at 402-471-0030. Please note that institutions offering courses or programs that are exclusively online are not required to seek authorization from CCPE. If students have complaints about such institutions, we refer them to the home state of the institution or the Nebraska Attorney General's Consumer Protection Division at: http://www.ago.ne.gov/consumer_protection
Nevada	Nevada Commission on Postsecondary Education	http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm
New Hampshire	New Hampshire Department of Education, Division of Higher Education, Higher Education Commission	http://www.education.nh.gov/highered/compliance-allegation.htm
New Jersey	New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information	none listed
	New Jersey Commission on Higher Education	none listed
New Mexico	New Mexico Higher Education Department	http://www.hed.state.nm.us/Complaint_3.aspx
New York	New York Office of College and University Evaluation	http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html
	New York Bureau of Proprietary School Supervision, New York State Education Department	http://www.acces.nysed.gov/bpss/students/disclos.htm
North Carolina	The University of North Carolina Board of Governors	http://www.northcarolina.edu/aa_planning/licensure/resources.htm

State	Agency Name	Link to and/or Information about Complaint Process
	North Carolina Community College System, Office of Proprietary School Services	http://www.nccommunitycolleges.edu/PROPRIETARY_SCHOOLS/complaints.htm
North Dakota	North Dakota State Board for Career and Technical Education	Currently complaints are filed with the North Dakota Department of Career and Technical Education (CTE) and are then handed to the Attorney General. That policy is currently under review and revision. Please call CTE at 701-328-2678 for more information.
Ohio	Ohio Board of Regents	The agency does receive student complaints. Students are encouraged to try to resolve their issue through their institution's formal grievance procedures. If the student's issue is not resolved through this process, the Ohio Board of Regents may then contact the institution on the student's behalf and request that institution work with the student to resolve the issue. If the grievance involves an issue that violates the agency's standards for authorization, the agency would contact the institution to determine the severity of the issue and what agency action would be taken. Please call the Ohio Board of Regents at 614-387-1215 for more information.
	Ohio State Board of Career Colleges and Schools	http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx
Oklahoma	Oklahoma State Regents for Higher Education	Current and prospective student complaints are handled through the Oklahoma State Regents for Higher Education (OSRHE) Academic Affairs Office by reviewing the circumstances of the complaint and providing the individual with contact information for the most appropriate campus office with the authority to resolve the complaint. If the individual has exhausted the process for review and appeal at the institution and believes the complaint is unresolved, OSRHE staff requests permission to contact the institution on the student's behalf to identify any possible resolution. OSRHE staff remains in contact with the student to determine if the issue has been resolved or adequately addressed. Please call OSRHE at 405-225-9100 for more information.
	Oklahoma Department of Career and Technology Education	none listed
	Oklahoma Board of Private Schools	A form is available by request to the Oklahoma Board of Private Schools (OBPVS) staff, but is not required. Unless a safety or other issue requiring an in-person investigation is alleged, a Student complaint will be accepted and sent to the institution for a response that may then be forwarded to the complainant for further input. Please call OBPVS for more information at 405-528-3370. Web page is under development.

State	Agency Name	Link to and/or information about Complaint Process
Oregon	Oregon Office of Degree Authorization	All complaints about schools under our regulatory jurisdiction or an exempt status approved by this office are handled by Office of Degree Authorization (ODA) staff. Complaints about exempt schools are referred to the Attorney General's office. Please call ODA for more information at 541-687-7478.
	Oregon Department of Education - Private and Career Schools Office	http://www.ode.state.or.us/search/page?id=325
Pennsylvania	Pennsylvania Department of Education, Division of Higher Education	http://www.portal.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474
Puerto Rico	Puerto Rico Council on Education	none listed
Rhode Island	South Carolina Commission on Higher Education	http://www.righe.org/students.htm
South Carolina	California Bureau for Private Postsecondary Education	http://www.che.sc.gov/New_Web/GoingToCollege/Proprietary.htm
South Dakota	South Dakota Secretary of State	http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx
Tennessee	Tennessee Higher Education Commission, Division of Postsecondary School Authorization	http://tn.gov/thec/
Texas	Texas Higher Education Coordinating Board	<p>http://www.thecb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D</p> <p>After exhausting the institution's grievance/complaint process, current, former, and prospective students may initiate a complaint with THECB by sending the required forms either by electronic mail to StudentComplaints@thecb.state.tx.us, or by mail to the Texas Higher Education Coordinating Board, Office of General Counsel, P.O. Box 12788, Austin, Texas 78711-2788. All submitted complaints must include a student complaint form, a signed Family Educational Rights and Privacy Act (FERPA) Consent and Release form, and a THECB Consent Form. Submitted complaints regarding students with disabilities shall also include a signed Authorization to Disclose Medical Record Information form.</p>
		<p>Rules governing student complaints - Title 19 of the Texas Administrative Code, Sections 1.110-1.120</p> <p>http://info.sos.state.tx.us/pls/pub/readtac\$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&r=Y</p>
	Texas Workforce Commission	http://www.twc.state.tx.us/svcs/propschools/problem-school.html
Utah	Utah Division of Consumer Protection	http://consumerprotection.utah.gov/complaints/index.html

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Vermont	Vermont State Board of Education, Vermont Department of Education	We encourage you to work directly with your institution to satisfy complaints. In most cases, that is the only appropriate avenue for you to pursue. If you believe you have exhausted avenues listed above and those listed in the attached PDF and have a valid complaint about a violation, you may send it to the Vermont Department of Education in writing at 120 State Street, Montpelier, VT 05620-2501. All complaints should be specific in describing the nature of the complaint and relevant information: the name of the parties involved, including witnesses, dates, the policy or procedure violated (if known), the course/program, the name of the institution, and complete contact information. In addition, please include any supporting material that substantiates your complaint, including correspondence with the school about the issue. For more information please see the PDF at: http://education.vermont.gov/new/pdfdoc/pgm_postsecondary/EDU-Complaint_Resolution_Statement_for_Postsecondary_Education_Matters.pdf
Virginia	Virginia State Council of Higher Education, Private & Out-of-State Postsecondary Education	http://www.schev.edu/students/studentcomplaint.asp
Washington	Washington Student Achievement Council	Students may submit a formal complaint to the Washington Student Achievement Council, provided it is against an institution authorized by the Washington Student Achievement Council and is within one year of the last date of attendance. For more information, please contact the Washington Student Achievement Council at 360-753-7800.
	Washington Workforce Training and Education Coordinating Board	http://www.wtb.wa.gov/PCS_Complaints.asp
West Virginia	West Virginia Higher Education Policy Commission	http://wvhepcnew.wvnet.edu/
	West Virginia Council for Community & Technical College Education	none listed
Wisconsin	Wisconsin Educational Approval Board	http://eab.state.wi.us/resources/complaint.asp
Wyoming	Wyoming Department of Education	If the complaint involves an issue relative to authorization, the Wyoming Department of Education contacts the institution to ensure that the institution is compliant with Wyoming State law. For complaints not related to authorization, the complainant is encouraged to try to resolve the issue through their institution's formal grievance procedures. Depending on the nature of the complaint, the complainant may also be referred to the Consumer Protection Division of the Wyoming Attorney General's Office. Please contact the Wyoming Department of Education at 307-777-6210.

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<p>*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.</p>		