

Student Complaint Information by State and Agency
October 2011

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 licensing agency (ADPE) for response. For in-state institutions, contacts are posted to the ACHE website.
Alabama	Alabama Department of Postsecondary Education - Office of Private School Licensing Division	
Alaska	Alaska Commission on Postsecondary Education	http://www.accs.cc/complaintform.aspx http://akadvantage.alaska.gov/Portals/0/Content/ACPEStat051911b.pdf http://akadvantage.alaska.gov/Portals/0/Content/ACPERegs052611.pdf
Arizona	Arizona State Board for Private Postsecondary Education	http://azppse.state.az.us/student_info/compliance.asp
Arkansas	Arkansas Higher Education Coordinating Board	http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIXJ.pdf
Arkansas	Arkansas State Board of Private Career Education	If a student believes that their rights have been violated, we always suggest they first, seek to resolve the problem by following the schools 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	Bureau for Private Postsecondary Education	http://www.bppe.ca.gov/enforcement/complaint.shtml
Colorado	Colorado Commission on Higher Education	http://higher.ed.colorado.gov/Academics/Complaints/default.html
Colorado	Colorado Department of Higher Education, Division of Private Occupational Schools	http://higher.ed.colorado.gov/DPOS/Students/complaint.html
Connecticut	The Office of Financial and Academic Affairs for Higher Education	http://www.ctdhe.org/POSA/pdf/CP2ComplaintForm.pdf
Delaware	Delaware Department of Education	currently under development
District of Columbia	Education Licensure Commission	http://osse.dc.gov/service/file-complaint
Florida	Commission for Independent Education, Florida Department of Education	http://www.fldoe.org/cie/complaint.asp
Georgia	Nonpublic Postsecondary Education Commission	no survey completed
Hawaii	Hawaii Department of Education	None Listed
Idaho	Idaho 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. Office of the (Idaho) State Board of Education.

Student Complaint Information by State and Agency
October 2011

State	Agency Name	Link to and/or Information about Complaint Process
Illinois	Illinois State Board of Education	http://www.isbe.net/pbvs/html/student_complaints.htm 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.
Illinois	Illinois Board of Higher Education	
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 Kentucky State Board for Proprietary Education	http://cpe.ky.gov/policies/academicpolicies/licensure.htm no survey completed
Louisiana	Louisiana Board of Regents	None Listed
Maine	Maine Department of Education, Office of Higher Education Services	Please see: 05-071- DEPARTMENT OF EDUCATION, Chapter 147. 9. <u>Complaints: Procession of Complaints</u>
Maryland	Maryland Higher Education Commission	None Listed
Massachusetts	Massachusetts Board of Higher Education	http://www.mass.edu/forstudents/complaints/complaintprocess.asp
Michigan	Michigan Department of Energy, Labor & Economic Growth	http://www.michiganps.net/complaint.aspx
Minnesota	Minnesota Office of Higher Education	http://www.ohe.state.mn.us/mPg.cfm?pageID=1078
Mississippi	Mississippi Commission on College Accreditation	Currently under review and will be published on the web site at http://www.mississippi.edu/mcca/ when completed.
Mississippi	Commission on Proprietary School and College Registration	Complaints must be submitted in writing to the commission by a person with standing. The letter should be addressed to Marilyn Gardner, Proprietary Schools Specialist, Commission on Proprietary School and College Registration, Phone: 601-432-6340, email: mgardner@mscjc.edu.
Missouri	Missouri Department of Higher Education	http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf
Montana	Montana University System, Montana Board of Regents	Currently under development
Nebraska	NE Dept. of Education, Private Postsecondary Career Schools	http://www.education.ne.gov/PPCS/PDF%20Folders/PDF%20Documents/PPCS%20Forms/Complaint-form.pdf

Student Complaint Information by State and Agency
October 2011

State	Agency Name	Link to and/or Information about Complaint Process
Nebraska	Nebraska Coordinating Commission for Postsecondary Education	http://nebraskalegislature.gov/FloorDocs/Current/PDF/Final/LB637.pdf (See Section 18 under)
Nevada	Nevada Commission on Postsecondary Education	www.cpe.state.nv.us
New Hampshire	New Hampshire Postsecondary Education Commission	http://www.education.nh.gov/highered/colleges/index.htm
New Jersey	New Jersey Department of Labor and Workforce Development	no survey completed
New Jersey	New Jersey Department of Education	no survey completed
New Mexico	New Mexico Higher Education Department	http://www.hed.state.nm.us/Complaint_3.aspx
New York	Office of College and University Evaluation	no survey completed
New York	Bureau of Proprietary School Supervision, New York State Education Department	All written complaints must be investigated. Students are asked to complete a Student Complaint Form (http://www.acces.nysed.gov/bpps/students/documents/ComplaintForm.pdf), and each complaint is assigned to a specific investigator.
North Carolina	The University of North Carolina Board of Governors	If the complaint cannot be resolved after exhausting the institution's grievance procedure, the individual may file a complaint with the following office: Post-Secondary Education Complaints, c/o Assistant Director of Licensure and Workforce Studies, University of North Carolina General Administration. 910 Raleigh Road, Chapel Hill, NC 27514, telephone (919) 962-4558, studentcomplaint@northcarolina.edu . The individual may contact UNC General Administration for further details.
North Carolina	NC CC 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 CTE and are then handed to the Attorney General. That policy is currently under review and revision.
Ohio	The 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 agency 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.
Ohio	Ohio State Board of Career Colleges and Schools	http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx

Student Complaint Information by State and Agency
October 2011

State	Agency Name	Link to and/or Information about Complaint Process
		Current and prospective student complaints are handled through 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 believe the complaint is unresolved, OSRHE staff requests permission to contact the institution on their behalf to identify any possible resolution. OSRHE staff remains in contact with the student to determine if their issue has been resolved or adequately addressed.
Oklahoma	Oklahoma State Regents for Higher Education	
Oklahoma	Oklahoma Department of Career and Technology Education	no survey completed
Oklahoma	The Oklahoma Board of Private Schools	no survey completed
Oregon	Office of Degree Authorization	Yes. All complaints about schools under our regulatory jurisdiction or an exempt status approved by this office are handled by ODA staff. Complaints about exempt schools are referred to the Attorney General's office.
Oregon	Department of Education - Private and Career Schools Office	www.ode.state.or.us/go/PCS
Pennsylvania	Department of Education	http://www.portal.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474
Puerto Rico	Puerto Rico Council on Education	For IHEs': Chapter XIII at http://www.gobierno.pr/NR/rdonlyres/F15F15DF-A8C1-4341-A752-4490FF6791A3/0/REGLAMENTO_EN_INGLES_OTORGAMIENTO_DE_LICENCIAS_A_IES_DE_PR.pdf For other non-degree voc/tech and K-12: - Article 3.4 at http://www.cge.gobierno.pr/reglamentos/Reglamento%20de%20Licencias.pdf
Rhode Island	Rhode Island Board of Governors for Higher Education	RIBGHE is developing a formal complaint process for publics and independents.
South Carolina	South Carolina Commission on Higher Education	http://www.che.sc.gov/AcademicAffairs/License/Complaint_procedures_and_form.pdf
South Dakota	South Dakota Board of Regents	The South Dakota Attorney General accepts consumer complaints of various sorts. Please see web site at: http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx
Tennessee	Tennessee Higher Education Commission	http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/Complaint_Form.rtf
Texas	Texas Workforce Commission	Currently under review
Texas	Texas Higher Education Coordinating Board	http://www.twc.state.tx.us/svcs/propschools/problem-school.html
Utah	Utah Division of Consumer Protection	http://consumerprotection.utah.gov/complaints/index.html

Student Complaint Information by State and Agency
October 2011

State	Agency Name	Link to and/or Information about Complaint Process
Vermont	Vermont State Board of Education	http://education.vermont.gov/new/pdfdoc/pgm_postsecondary/EDU-Complaint_Resolution_Statement_for_Postsecondary_Education_Matters.pdf
Virginia	Private & Out-of-State Postsecondary Education, State Council of Higher Education for Virginia	http://www.schev.edu/forms/StudentComplaintInformation.pdf
Washington	Washington Higher Education Coordinating Board	Students may submit a formal complaint to the HECB, provided it is against an institution authorized by the HECB and is within one year of the last date of attendance.
Washington	Washington Workforce Training and Education Coordinating Board	http://www.wtb.wa.gov/PCS_Complaints.asp
West Virginia	West Virginia Higher Education Policy Commission	Student complaints are addressed in Section 14 of Series 20 https://www.wvhepc.org/resources/133-20.pdf
West Virginia	West Virginia Council for Community & Technical College Education	Degree granting institutions: Student complaints are not addressed in Series 20 at this time. Business, Occupational or trade Schools: Student complaints can be found in Section 13 of Series 35 or at http://www.wvctcs.org/downloads/RulesPolicies/HEPC/133-35.pdf
Wisconsin	Wisconsin Educational Approval Board	http://eab.state.wi.us/resources/complaint.asp
Wyoming	Wyoming Department of Education	None Listed
U.S. Territories		
American Samoa	Board of Higher Education	None listed
Commonwealth of Northern Mariana Islands	Commissioner of Education	no survey completed
Federated States of Micronesia	Department of Education	no survey completed
Guam	Board of Regents	no survey completed
Republic of the Marshall Islands	Scholarship Grant and Loan Board	no survey completed
Republic of Palau	Bureau of Education	None listed
U.S. Virgin Islands	Department of Education	None listed