

[Research](#)

10.24.2022

[Getting Started](#)

[Student Complaints](#)

Student Complaint Information by State and Agency

This list may be used for reference to provide Contact Information for filing complaints as required by [34 CFR 668.43 \(b\)](#).

The institution must make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution's accreditation and its State, Federal, or tribal approval or licensing. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint.

- This contact list should be used for reference only.
- Institutions are responsible for the accuracy they provide in their notifications.
- SAN can offer no guarantee that the agency listed can enforce state laws upon the institution to act on the complaint.
- SAN cannot verify the security of the website links offered in this resource.
- This chart used information provided by the state agency and originally from the no longer live SHEEO surveys. In some cases, email correspondence and state agency website reviews were incorporated.
- Complaints regarding courses and programs subject to SARA Policy should be directed to the [state portal entity in the home state of the institution](#).

SAN will review this list on a periodic basis. If you want to let us know of any issues you have using these links, please let us know [here](#).
(Last reviewed 1/1/26)

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States & Territories	Agency Name	Link to and/or Information about the State Complaint Process as required by <u>34 CFR 600.9(a) & (b)</u> - <i>An institution described under §§ 600.4, 600.5, and 600.6 is legally authorized by a State if the State has a process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws.....</i>
Alabama	Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning	<p>For Alabama's public institutions, contacts are posted to the ACHE website https://ache.edu</p> <p>Student Complaint Process found here: https://www.ache.edu/wp-content/State%20Auth/federal-reg.pdf</p>
	ACCS Private School Licensing Division	<p>https://www.accs.edu/about-accs/private-school-licensure/complaints/</p> <p>- *note: Complaints for out-of-state institutions are referred to the ACCS Private School Licensure.</p>
Alaska	Alaska Commission on Postsecondary Education	<p>https://acpe.alaska.gov/ConsumerProtection</p>
American Samoa		<p>not found</p>
Arizona	Arizona State Board for Private Postsecondary Education	<p>https://ppse.az.gov/student-complaint-procedure</p>
Arkansas	Arkansas Department of Higher Education	<p>Student Grievance form: https://adhe.edu/students-parents/student-grievance-form</p>
California	Bureau for Private Postsecondary Education	<p>for institutions regulated by BPPE: http://www.bppe.ca.gov/enforcement/complaint.shtml</p>
		<p>for out of state institutions not subject to BPPE: https://www.dca.ca.gov/consumers/complaints/oos_students.shtml</p>

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Colorado	Colorado Department of Higher Education AND Private Occupational Schools	https://cdhe.colorado.gov/students/how-do-i/filing-a-student-complaint
Connecticut	The Office of Financial and Academic Affairs for Higher Education	https://www.ohe.ct.gov/StudentComplaints.shtml
Delaware	Delaware Department of Education	<p>Student complaint inquiry form: https://education.delaware.gov/families/college-career-life/college-scholarship-financial-aid/dheo-forms/student-complaint-inquiry-form/</p>
District of Columbia	Education Licensure Commission	<p>FAQ for Students indicates that complaints may be submitted to the HELC by "clicking here", but there is no hyperlink. A public complaint webpage was found here: https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints</p>
Federated State of Micronesia		<p>not found</p>
Florida	Commission for Independent Education- Department of Education	<p>CONCERN & COMPLAINT PROCESS</p>
Georgia	Nonpublic Postsecondary Education Commission	https://gnpec.georgia.gov/student-complaints
Guam		<p>not found</p>
Hawaii		https://cca.hawaii.gov/hheap/student-complaint-process/
Idaho	Idaho State Board of Education	https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/

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Illinois	Illinois Board of Higher Education	<p>https://complaints.ibhe.org/</p>
Indiana	Indiana Department of Workforce Development	<p>https://www.in.gov/dwd/career-training-adult-ed/octs/#tab-665625-4-Consumer_Information</p>
	Indiana Commission of Higher Education	<p>https://www.in.gov/che/2744.htm</p>
Iowa	Iowa College Student Aid Commission	<p>https://educate.iowa.gov/higher-ed/student-complaints</p>
Kansas	Kansas Board of Regents	<p>https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process</p>
Kentucky	Kentucky Council on Postsecondary Education	<p>http://cpe.ky.gov/campuses/consumer_complaint.html</p>
	Kentucky Commission on Proprietary Education	<p>Commission Website provides this direction: File a Complaint</p>
Louisiana	Louisiana Board of Regents	<p>https://www.laregents.edu/wp-content/uploads/2023/04/StudentComplaintProcedure_ProcessGuide2022-23.pdf</p>
	Proprietary Schools	
Maine	Maine Department of Education	<p>No Complaint Process found on state agency website for institutions authorized by Maine but not related to reciprocity.</p> <p>Only State of Maine Complaint Form . SARA complaint link offered.</p>
Maryland	Maryland Higher Education Commission	<p>https://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx - Scroll down to complaint process and form pdfs.</p>

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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 Labor & Economic Opportunity	Post-Secondary Schools Complaints Filing a Complaint
Minnesota	Minnesota Office of Higher Education	http://www.ohe.state.mn.us/mPg.cfm?pageID=1078
Mississippi	Mississippi Commission on College Accreditation	https://www.mississippi.edu/sites/default/files/ihl/files/mccastudentcomplaintform.pdf
	Commission on Proprietary School and College Registration	https://www.mccb.edu/cpscr-complaints
Missouri	Missouri Department of Higher Education	https://dhewd.mo.gov/media/pdf/complaint-resolution-policy
Montana	Montana University System, Montana Board of Regents	http://www.mus.edu/MUS-statement-of-complaint-process.asp

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Nebraska	Nebraska Department of Education, Private Postsecondary Career Schools	<p>https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf</p>
	Nebraska Coordinating Commission for Postsecondary Education	<p>https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions</p>
Nevada	Nevada Commission on Postsecondary Education	<p>http://cpe.nv.gov/Students/Students_Home/ Note the Student Complaint under forms on left hand side.</p>
New Hampshire	Department of Education, Division of Higher Education, Higher Education Commission	<p>https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx</p>
New Jersey	New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information Office of the Secretary of Higher Education	<p>https://www.nj.gov/labor/labormarketinformation/assets/PDFs/coei/SAU/Conflict%20Resolution%20Questionnaire.pdf Look under Information for Students for the Student Conflict Resolution Form (Complaints) http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml</p>
	New Mexico Higher Education Department	<p>https://hed.nm.gov/students-parents/student-complaints</p>

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New York	Office of College and University Evaluation	<p>http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university</p>
	Adult Career and Continuing Ed. Services	<p>http://www.acces.nysed.gov/bpss/student-rights</p>
North Carolina	The University of North Carolina System	
	The North Carolina Community College System (Office of Proprietary School Services)	<p>https://www.northcarolina.edu/post-secondary-education-complaints/</p> <p>https://www.nccommunitycolleges.edu/students/student-services/file-a-complaint/</p>
North Dakota	North Dakota State Board for Career and Technical Education	<p>https://www.cte.nd.gov/sites/www/files/documents/PrivatePS/NDSBCTE_Student_Complaint_Procedure.pdf</p> <p>https://ndus.edu/state-authorization-sara/</p>
	North Dakota University System	<p>This complaint process appears to be applicable for institutions not participating in reciprocity through SARA as well as SARA participating institutions.</p>
Northern Mariana Islands		<p>not found</p>
Ohio	The Ohio Department of Higher Education	<p>https://highered.ohio.gov/students/current-college-students/student-complaints/student-complaints</p>
	Ohio State Board of Career Colleges and Schools	<p>https://scr.ohio.gov/information-for-students/file-a-complaint</p>

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Oklahoma	Oklahoma State Regents for Higher Education	
	Oklahoma Board of Career and Technology Education	https://www.okhighered.org/resources/student-complaint-form/ https://oklahoma.gov/careertech/policies/comments-or-complaints.html https://oklahoma.gov/content/dam/ok/en/obpvs/documents/schools/obpvs-complaint-form.pdf
	The Oklahoma Board of Private Vocational Schools	
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/ http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf <p>It appears that this process can be used more broadly than to just address SARA participating institutions.</p>
Republic of Palau		not found
Republic of the Marshall Islands		not found
Rhode Island	Rhode Island Office of Post Secondary Commissioner	https://riopc.edu/policies/student-complaint-procedures/
South Carolina	Commission on Higher Education	https://che.sc.gov/sites/che/files/Documents/Institutions%20and%20Educators/Complaint_Procedures_and_Form.pdf

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South Dakota	Secretary of State (South Dakota Attorney General)	<p>https://consumer.sd.gov/complaintform.aspx - this is a broad complaint form not just to address postsecondary institutions.</p>
Tennessee	Tennessee Higher Education Commission	<p>https://www.tn.gov/thech/archived/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html</p>
Texas	Texas Higher Education Coordinating Board	<p>https://www.highered.texas.gov/student-complaints/</p>
U.S. Virgin Islands		<p>Call (340) 774-2810 to reach the Virgin Islands Department of Education regarding student complaints.</p>
Utah	Utah Division of Consumer Protection	<p>https://services.dcp.utah.gov/s/</p>
Vermont	Vermont Agency of Education	<p>https://education.vermont.gov/documents/postsecondary-program-complaint-resolution VT Agency of Education points to three avenues for complaints: the institution, the VT Attorney General's office, or the institution's accrediting agency.</p>
Virginia	State Council of Higher Education for Virginia	<p>https://www.schev.edu/students/resources/student-complaints</p>
Washington	Washington Student Achievement Council	<p>https://wsac.wa.gov/student-complaints</p>
	Washington Workforce Training and Educ. Coord. Board	<p>https://www.wtb.wa.gov/private-career-schools/student-resources/</p>
West Virginia	WV Higher Educ. Policy Commission	<p>http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf</p>
	WV Council for Community & Technical College Education	<p>http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf</p>

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Wisconsin	Wisconsin Educational Approval Board	https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx
Wyoming	Wyoming Department of Education	https://edu.wyoming.gov/?s=student+complaint+process