

## **Complaint Filing Procedures for Students taking Online Interactive Classes**

### **Alaska**

Alaska Commission on Postsecondary Education

PO Box 110505

Juneau, AK 99811-0505

<https://akadvantage.alaska.gov/Portals/0/Consumer%20Protection%20and%20Student%20Complaints120112.doc>

[EED.ACPE-IA@alaska.gov](mailto:EED.ACPE-IA@alaska.gov)

### **Arizona**

Arizona State Board for Private Postsecondary Education

1400 W. Washington Street

Room 260

Phoenix, AZ 85007

[http://azppse.state.az.us/student\\_info/compliance.asp](http://azppse.state.az.us/student_info/compliance.asp)

### **California**

California Bureau of Private Postsecondary Education

P.O. Box 980818

W. Sacramento, CA 95798-0818

[http://www.bppe.ca.gov/forms\\_pubs/complaint.pdf](http://www.bppe.ca.gov/forms_pubs/complaint.pdf)

### **Colorado**

Colorado Department of Higher Education

1560 Broadway, Suite 1600

Denver, CO 80202

<http://higher.ed.colorado.gov/Academics/Complaints/default.html>

### **Florida**

Florida Commission on Independent Education

325 W. Gaines Street

Suite 1414

Tallahassee, FL 32399-0400

<http://www.fldoe.org/cie/complaint.asp>

### **Georgia**

Georgia Nonpublic Postsecondary Education Commission

2082 E. Exchange Pl. #220

Tucker, GA 30084-5334

<http://rules.sos.state.ga.us/docs/392/5/06.pdf>

### **Hawaii**

Hawaii State Board of Education

PO Box 2360  
Honolulu, HI 96804  
[http://hawaii.gov/dcca/ocp/consumer\\_complaint](http://hawaii.gov/dcca/ocp/consumer_complaint)

### **Idaho**

Idaho State Board of Education  
650 West State Street  
PO Box 83720  
Boise, ID 83720-0037  
[http://www.boardofed.idaho.gov/priv\\_col\\_univ/student\\_complaint.asp](http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp)

### **Illinois**

Illinois Board of Higher Education  
431 East Adams, 2nd Floor  
Springfield, IL 62701-1404  
[info@ibhe.org](mailto:info@ibhe.org)  
Institutional Complaint Hotline: (217) 557-7359

Illinois Attorney General  
Consumer Fraud Bureau  
500 South Second Street  
Springfield, IL 62706  
[http://www.illinoisattorneygeneral.gov/about/email\\_consumers.jsp](http://www.illinoisattorneygeneral.gov/about/email_consumers.jsp)

### **Indiana**

Indiana Commission on Proprietary Education  
Attn: Director of Regulatory Compliance  
302 W Washington Street, Room E201  
Indianapolis, IN 46204  
<http://www.in.gov/cpe/2329.htm>

### **Iowa**

Iowa College Aid  
603 E. 12th Street, 5th Floor  
Des Moines, IA 50319  
<http://www.iowacollegeaid.gov/forms.html>

### **Kansas**

Kansas Board of Regents  
1000 SW Jackson Street, Suite 520  
Topeka, KS 66612-1368  
[http://www.kansasregents.org/private\\_postsecondary\\_complaint\\_process](http://www.kansasregents.org/private_postsecondary_complaint_process)

### **Louisiana**

Louisiana Board of Regents  
PO Box 3677

Baton Rouge, LA 70821-3677

<http://regents.louisiana.gov/assets/docs/ProprietarySchools/StudentComplaintProcedure.pdf>

### **Maryland**

Maryland Higher Education Commission

6 N. Liberty Street

Baltimore, MD 21201

<http://www.mhec.state.md.us/career/pcs/gripe.asp>

### **Michigan**

Michigan Department of Labor & Economic Growth

Office of Postsecondary Services

Proprietary School Unit Staff

201 N. Washington Sq.

Lansing, MI 48913

<http://www.michiganps.net/complaint.aspx>

### **Mississippi**

Mississippi Commission on Proprietary Schools and College Registration

3825 Ridgewood Road

Jackson, MS 39211-6453

<http://www.sbcjc.cc.ms.us/pdfs/pg/PSCComplaintForm.pdf>

### **Missouri**

Missouri Department of Higher Education

205 Jefferson Street

PO Box 1469

Jefferson City, MO 65102-1469

<http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>

### **Nebraska**

Nebraska Coordinating Commission for Postsecondary Education

PO Box 95005

Lincoln, NE 68509-5005

[www.ccpe.state.ne.us/PublicDoc/CCPE](http://www.ccpe.state.ne.us/PublicDoc/CCPE)

Phone (402) 471-2847, Fax (402) 471-2886

### **Nevada**

Nevada Commission on Postsecondary Education

3663 East Sunset Road

Suite 202

Las Vegas, Nevada 89120

<http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

### **New Jersey**

State of New Jersey

PO Box 542  
Trenton, NJ 08625

[http://www.state.nj.us/highereducation/More\\_HE\\_Resources/accreditation.htm](http://www.state.nj.us/highereducation/More_HE_Resources/accreditation.htm)

New Jersey Department of Labor and Workforce Development

1 John Fitch Plaza

PO Box 110

Trenton, NJ 08625-0110

[http://1wd.dol.state.nj.us/labor/forms\\_pdfs/edtrain/Conflict%20Resolution%20Questionnaire.pdf](http://1wd.dol.state.nj.us/labor/forms_pdfs/edtrain/Conflict%20Resolution%20Questionnaire.pdf)

### **New Mexico**

New Mexico Higher Education Department

2048 Galisteo Street

Santa Fe, NM 87505

<http://hed.state.nm.us/Complaint.aspx>

### **New York**

New York Office of College and University Evaluation

New York State Education Department

5 North Mezzanine

Albany, NY 12234

<http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

### **North Carolina**

North Carolina Community College System

Office of Proprietary School Licensing and Services

5016 Mail Service Center

Raleigh, NC 27699-5016

[http://www.nccommunitycolleges.edu/Proprietary\\_Schools/docs/PDFFiles/StdCompltForm.pdf](http://www.nccommunitycolleges.edu/Proprietary_Schools/docs/PDFFiles/StdCompltForm.pdf)

### **Ohio**

Ohio State Board of Career Colleges and Schools

30 East Broad Street, Suite 2481

Columbus, OH 43215

<http://scr.ohio.gov/LinkClick.aspx?fileticket=%2bwaKHWPRAH8%3d&tabid=68>

### **Oklahoma**

Oklahoma State Regents for Higher Education

655 Research Parkway

Suite 200

Oklahoma City, OK 73104

Oklahoma Office of the Attorney General

Consumer Protection Unit

Attn: Investigative Analyst

313 NE 21st Street  
Oklahoma City, OK 73105  
<http://www.oag.state.ok.us/oagweb.nsf/ccomp.html>

### **Oregon**

Oregon Office of Degree Authorization  
1500 Valley River Drive, Suite 100  
Eugene, OR 97401  
<http://www.osac.state.or.us/oda/accreditation.html>

Oregon Attorney General  
Financial Fraud/Consumer Protection Section  
1162 Court Street NE  
Salem, OR 97301-4096  
<http://www.doj.state.or.us/finfraud/pdf/concompform.pdf>

### **Rhode Island**

Rhode Island Board of Governors for Higher Education  
Shepard Building  
80 Washington Street  
Providence, RI 02903  
<http://www.ribghe.org/>

Rhode Island Department of Attorney General  
Consumer Protection Unit  
150 South Main Street  
Providence, RI 02903  
<http://www.riag.state.ri.us/documents/consumer/ConsumerComplaintForm.pdf>

### **South Carolina**

South Carolina Commission on Higher Education  
1122 Lady Street, Suite 300  
Columbia, SC 29201  
[http://www.che.sc.gov/AcademicAffairs/License/Complaint\\_procedures\\_and\\_form.pdf](http://www.che.sc.gov/AcademicAffairs/License/Complaint_procedures_and_form.pdf)

### **Tennessee**

Tennessee Higher Education Commission  
404 James Robertson Parkway, Suite 1900  
Nashville, TN 37243  
<http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/Complaint%20Form.rtf>

### **Texas**

Texas Workforce Commission  
Career Schools and Colleges  
101 East 15th Street, Room 226-T

Austin, TX 78778-0001

<http://www.twc.state.tx.us/svcs/propschools/ps401a.pdf>

Texas Higher Education Coordinating Board Office of the General Counsel

P.O. Box 12788

Austin, Texas 78711-2788

Email: [StudentComplaints@theccb.state.tx.us](mailto:StudentComplaints@theccb.state.tx.us)

<http://www.theccb.state.tx.us/>

Title 19 of the Texas Administrative Code,

Sections 1.110-1.120:

[http://info.sos.state.tx.us/pls/pub/readtac\\$ext.ViewTAC?tac\\_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://info.sos.state.tx.us/pls/pub/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y)

### **Virginia**

State Council of Higher Education for Virginia

101 N. 14th St., 9th Floor

James Monroe Building

Richmond, VA 23219

<http://www.schev.edu/forms/StudentComplaintInformation.pdf>

### **Washington**

Washington Higher Education Coordinating Board

917 Lakeridge Way

PO Box 43430

Olympia, WA 98504-3430

<http://www.hecb.wa.gov/AboutOurSystem/MaintainingStandards/ConsumerProtection>

### **West Virginia**

West Virginia Higher Education Policy Commission

1018 Kanawha Blvd E., Ste 700

Charleston, WV 25301-2800

[http://wvhepcnew.wvnet.edu/index.php?option=com\\_content&task=view&id=224&Itemid=0](http://wvhepcnew.wvnet.edu/index.php?option=com_content&task=view&id=224&Itemid=0)

### **Wyoming**

Wyoming Department of Education

2300 Capitol Avenue

Hathaway Building, 2nd Floor

Cheyenne, WY 82002-0050

Wyoming Attorney General's Office

Consumer Protection Unit

123 Capitol Building

Cheyenne, WY 82002

<http://attorneygeneral.state.wy.us/PDF/ComplaintForm.pdf>