

State Contact Information for Online Students

The U.S. Department of Education requires disclosure to consumers residing in all states. The list below provides contact information for all 50 states, the District of Columbia, and Puerto Rico. It should not be construed as informative of agency regulation, where an institution is licensed or in which states an institution is required to be licensed.

Alabama

Alabama Commission on Higher Education
PO Box 302000
Montgomery, AL 36130-2000
Phone: (334) 242-2132
<http://www.ache.alabama.gov>

Alaska

Alaska Commission on Postsecondary Education
PO Box 110505
Juneau, AK 99811-0505
Phone: (800) 441-2962
To request a complaint form: email EED.ACPE-IA@alaska.gov

Arizona

Arizona State Board for Private Postsecondary Education
1400 W. Washington St.
Phoenix, AZ 85007
Phone: (602) 542-5709
<http://www.ppse.az.gov/complaint>

Arkansas

Arkansas Higher Education Coordinating Board
Arkansas Department of Higher Education
114 East Capitol Ave
Little Rock, AR 72201
Phone: (501) 371-2000
<http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPEN-DIXJ.pdf>

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.

California

Attorney General's Office
California Department of Justice
Attn: Public Inquiry Unit
P.O. Box 9044255
Sacramento, CA 94244-2550
Phone: (899) 952-5225
http://ag.ca.gov/contact/complaint_form.php?cmplt=PL

California Bureau for Private Postsecondary Education
2535 Capitol Oaks Dr., Suite 400
Sacramento, CA 95833
Phone: (916) 431-1897
<http://bppe.ca.gov/enforcement/complaint.shtml>

Colorado

Colorado Department of Higher Education
1560 Broadway, Suite 1600
Denver, CO 80202
Phone: (303) 866-2723
<http://higher.ed.colorado.gov/Academics/Complaints/default.html>

Connecticut

Connecticut Department of Higher Education
61 Woodland Street
Hartford, CT 06105-2326
Phone: (860) 947-1800
Email: info@ctdhe.org

Connecticut Department of Consumer Protection
165 Capitol Avenue
Room 110
Hartford, CT 06106
Phone: (860) 713-6100
<http://ct.gov/dcp/cwp/view.asp?a=1629&q=274414&dcpnav=%7c>

Delaware

Delaware Department of Education
The Townsend Building
401 Federal St., Suite 2
Dover, DE 19901-3639
Phone: (302) 735-4000
Email: dheo@doe.k12.de.us

Delaware Attorney General
Fraud & Consumer Protection
Carvel State Office Building
820 N. French Street, 5th floor
Wilmington, DE 19801
Phone: (302) 577-8600
<http://attorneygeneral.delaware.gov/fraud/cpu/index.shtml>

District of Columbia

District of Columbia Office of the State Superintendent of Education
Education Licensure Commission
810 First Street, NE
9th Floor
Washington, DC 20002
Phone: (202) 727-6436
<http://osse.dc.gov/service/education-licensure-commission-elc-public-complaints>

Florida

Florida Department of Education
Turlington Building
325 W. Gaines St., Suite 1514
Tallahassee, FL 32399-0400
Phone: (850) 245-0505
Email: Commissioner@fldoe.org
<http://www.fldoe.org/schools/higher-ed/fl-college-system/about-us/complaints.stml>

Georgia

Georgia Nonpublic Postsecondary Education Commission
2082 E. Exchange Place, Suite 220
Tucker, GA 30084-5334
Phone: (770) 414-3300
<http://gnpec.org/consumer-resources/>

Hawaii

Department of Commerce & Consumer Affairs
King Kalakaua Building
335 Merchant St.
Honolulu, HI 96813
Phone: (808) 587-3222
http://hawaii.gov/dcca/ocp/consumer_complaint

Idaho

Idaho State Board of Education
Attn: State Coordinator for Private Colleges and Proprietary Schools
Mail: 650 West State Street
PO Box 83720
Boise, ID 83720-0037

650 W. State St., 3rd Floor
Boise, ID 83702
Phone: (208) 332-1587
Email: Valerie.Fenske@osbe.idaho.gov
http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp

Illinois

Illinois Board of Higher Education
1 N. Old Capitol Plaza, Suite 300
Springfield, IL 62701
Phone: (217) 782-2551
Email: complaints@ibhe.org
<http://www.ibhe.state.il.us/consumerInfo/complaint.htm>

Illinois Attorney General
Consumer Fraud Bureau
500 South Second Street
Springfield, IL 62706
Consumer Fraud Hotline: (800) 243-0618
<http://www.illinoisattorneygeneral.gov/consumers/filecomplaint.html>

Indiana

Indiana Commission for Higher Education
101 W. Ohio St., Suite 550
Indianapolis, IN 46204-1984
Phone: (317) 464-4440 ex. 0
Email: complaints@che.in.gov
<http://www.in.gov/che/2744.htm>

Iowa

Iowa Student Aid Commission
430 East Grand Ave, 3rd Floor
Des Moines, IA 50309-1920
Phone: (515) 725-3400
Email: info@iowacollegeaid.gov
<https://www.iowacollegeaid.gov/content/constituent-request-review>

Kansas

Kansas Board of Regents
1000 SW Jackson Street, Suite 520
Topeka, KS 66612-1368
Phone: (785) 296-3421
[http://www.kansasregents.org/academic affairs/private out of state/complaint process](http://www.kansasregents.org/academic%20affairs/private%20out%20of%20state/complaint%20process)
[http://www.kansasregents.org/resources/PDF/2771-KBORcomplaintprocedureandform\(updated\).pdf](http://www.kansasregents.org/resources/PDF/2771-KBORcomplaintprocedureandform(updated).pdf)

Kentucky

Office of the Attorney General
1024 Capitol Center Dr., Suite 200
Frankfort, KY 40601-3449
Phone: (888) 432-9257
<http://ag.ky.gov/civil/consumerprotection/complaints/Pages/default.aspx>

Louisiana

Louisiana Board of Regents

Physical address: 1201 N. Third St., Suite 6-200

Baton Rouge, LA 70802

Mailing address: P.O. Box 3677

Baton Rouge, LA 70821-3677

Phone: (225) 342-7084

<http://regents.louisiana.gov/wp-content/uploads/2013/03/StudentComplaintProcedure.pdf>

Office of the Attorney General

Consumer Protection Section

P.O. Box 94005

Baton Rouge, LA 70804-9005

Phone: (225) 326-6200

<http://www.ag.state.la.us/Article.aspx?articleID=36&catID=0>

<http://www.ag.state.la.us/Shared/ViewDoc.aspx?Type=3&Doc=425>

Maine

Maine Department of Education

23 State House Station

Augusta, ME 04333-0023

Phone: (207) 624-6600

<http://www.maine.gov/doe/index.html>

Office of the Maine Attorney General

Consumer Protection Division

6 State House Station

Augusta, ME 04333

Phone: (207) 626-8800

Email: consumer.mediation@maine.gov

http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml

Maryland

Maryland Higher Education Commission

6 North Liberty Street

Baltimore, MD 21201

Phone: (410) 767-3301 (410) 767-3301

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

Office of the Attorney General

Consumer Protection Division

200 St. Paul Place

Baltimore, MD 21202

Consumer Protection Hotline: (410) 528-8662

Email: consumer@oag.state.md.us

<https://web.oag.state.md.us/editor/customer/onlineformhelpers/formviewer.aspx?filename=MUGeneral.htm>

Massachusetts

Massachusetts Board of Higher Education
One Ashburton Place
Room 1401
Boston, MA 02108
Phone: (617) 727-6656
<http://www.mass.edu/forstudents/complaints/complaintprocess.asp>

Michigan

Department of Licensing and Regulatory Affairs
Corporations, Securities & Commercial Licensing
Bureau Enforcement Division
P.O. Box 30018
Lansing, MI 48909
Phone: (517) 241-9202
http://michigan.gov/documents/lara/LCE-992_474650_7.pdf

Michigan Department of Attorney General
Consumer Protection Division
P.O. Box 30213
Lansing, MI 48909
Phone: (517) 373-1140
<http://www.michigan.gov/ag/0,4534,7-164-21153-51368--,00.html>
<http://www.michigan.gov/ag/0,4534,7-164-17331---,00.html>

Minnesota

Minnesota Office of Higher Education
Registration & Licensing
Office of Higher Education
1450 Energy Park Drive, Suite 350
St. Paul, MN 55108
Phone: (651) 259-3975 or (800)657-3866
info.ohe@state.mn.us
<http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

Mississippi

Mississippi Commission on College Accreditation
3825 Ridgewood Road
Jackson, MS 39211-6453
Phone: (601) 432-6372
<http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf>

Office of the Attorney General
State of Mississippi
PO Box 220
Jackson, MS 39205

Walter Sillers Building
550 High St., Suite 1200
Jackson, MS 39201

Phone: (601) 359-3580

Email: <http://www.ago.state.ms.us/contact/>

<http://www.ago.state.ms.us>

<http://www.ago.state.ms.us/http://www.ago.state.ms.us/http://www.ago.state.ms.us/http://www.ago/>.

Missouri

Missouri Department of Higher Education

205 Jefferson Street

PO Box 1469

Jefferson City, MO 65102-1469

Phone: (573) 751-2361 or (800) 473-6757

Email: info@dhe.mo.gov

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

Montana

Montana University System

Office of Commissioner of Higher Education

Board of Regents

2500 Broadway Street

P.O. Box 203201

Helena, MT 59620-3201

Phone: (406) 444-6570

<http://mus.edu/mus-statement-of-complaint-process.asp>

Montana Department of Justice

Office of Consumer Protection

P.O. Box 200151

Helena, MT 59620-0151

Phone: (800) 481-6896

Email: contactocp@mt.gov

<https://dojmt.gov/consumer/>

Nebraska

Nebraska Coordinating Commission for Postsecondary Education

PO Box 95005

Lincoln, NE 68509-5005

140 N. 8th Street

Suite 300

Lincoln, NE 68508

Phone: (402) 471-2847

<http://www.ccpe.state.ne.us/PublicDoc/Ccpe/contact.asp>

<http://www.education.ne.gov/PPCS/PDF%20Folders/PDF%20Documents/PPCS%20Forms/Complaint-form.pdf>

Nebraska Department of Education

Investigations Office

301 Centennial Mall South

P.O. Box 98987

Lincoln, NE 68509-4987

Phone: (402) 471-2295

<http://www.education.ne.gov/PPCS/PDF%20Folders/PDF%20Documents/PPCS%20Forms/Complaint-form.pdf>

Nebraska Attorney General
Consumer Protection Division
2115 State Capitol
Lincoln, NE 68509
Consumer Protection Hotline: (800) 727-6432
http://ago.nebraska.gov/consumer_protection
http://ago.nebraska.gov/forms/consumer_complaint

Nevada

Nevada Commission on Postsecondary Education
8778 S. Maryland Parkway, Suite 115
Las Vegas, NV 89123
Phone: (702) 486-7330
<http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

New Hampshire

New Hampshire Department of Education
Division of Higher Education
101 Pleasant St.
Concord, NH 03301-3860
Phone: (603) 271-3494
<http://www.education.nh.gov/highered/compliance-allegation.htm>
<https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx>

New Jersey

New Jersey Commission on Higher Education
20 West State Street
4th floor, PO Box 542
Trenton, NJ 08625-0542
Phone: (609) 292-4310
<https://www.state.nj.us/treas/highereducation/contactus.shtml>

New Jersey Office of the Attorney General
Division of Consumer Affairs
124 Halsey Street
Newark, NJ 07102

P.O. Box 45025
Newark, NJ 07101
Phone: (973) 504-6200 or (800) 242-5846
Email: AskConsumerAffairs@lps.state.nj.us
<http://www.nj.gov/oag/ca/complaint/ocp.pdf>

New Jersey Department of Education
PO Box 500
Trenton, NJ 08625
For DOE phone menu: (877) 900-6960
<https://www.state.nj.us/education/parents/contact.htm>

New Mexico

New Mexico Higher Education Department
2048 Galisteo
Santa Fe, NM 87505
Phone: (505) 476-8400
<http://www.hed.state.nm.us/institutions/complaints.aspx>

New York

New York State Education Department
Office of Higher Education
Office of College & University Evaluation
89 Washington Avenue
Albany, New York 12234
Phone: (518) 474-3852
Email: ocueinfo@mail.nysed.gov
<http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>
<http://www.highered.nysed.gov/ocue/spr/documents/COMPLAINTFORM.pdf>

New York State Department of State
Division of Consumer Protection
One Commerce Plaza
99 Washington Ave.
Albany, NY 12231-0001
Phone: (518) 474-8583 or (800) 697-1220
<https://www.dos.ny.gov/consumerprotection/form/complaintform.asp>

North Carolina

University of North Carolina Board of Governors
North Carolina Post-Secondary Education Complaints
c/o Terrence R. Scarborough
University of North Carolina General Administration
910 Raleigh Road
Chapel Hill, NC 27515-2688
Phone: (919) 962-4558
<http://www.northcarolina.edu/?q=licensure>

North Carolina Department of Justice
Consumer Protection
Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001
Phone: (919) 716-6400
<http://ncdoj.gov/Consumer.aspx>
<http://www.ncdoj.gov/getdoc/59be4357-41f3-4377-b10f-3e8bd532da5f/Complaint-Form.aspx>

North Dakota

North Dakota Department of Career and Technical Education
State Capitol - 15th Floor
600 E. Boulevard Ave. Dept. 270
Bismarck, ND 58505-0610

Phone: (701) 328-3180

Email: cte@nd.gov

http://www.nd.gov/cte/private-post-inst/docs/NDSBCTE_Student_Complaint_Procedure.pdf

North Dakota Office of Attorney General

Consumer Protection Division

Gateway Professional Center

1050 E. Interstate Ave. Suite 200

Bismarck, ND 58503-5574

Phone: (701) 328-2210

Email: ndag@nd.gov

<http://www.ag.nd.gov/CPAT/PDFFiles/SFN7418.pdf>

Ohio

Ohio State Board of Career Colleges and Schools

30 E. Broad ST., SUITE 2481

Columbus, OH 43215-31414

Phone: (614) 466-2752 or (877) 275-4219

Email: bpsr@scr.state.oh.us

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

<http://scr.ohio.gov/Portals/0/PDFs/psr63.pdf>

Ohio Board of Regents

25 South Front Street

Columbus, OH 43215

Phone: (614) 466-6000

<https://www.ohiohighered.org/students/complaints>

Ohio Attorney General

Consumer Protection Section

30 East Broad Street, 14th floor

Columbus, OH 43215-3400

Phone: (614) 466-4986 or (800) 282-0515

<http://www.ohioattorneygeneral.gov/consumercomplaint>

Oklahoma

Oklahoma State Regents for Higher Education

655 Research Parkway

Suite 200

Oklahoma City, OK 73104

Phone: (405) 225-9100

<http://www.okhighered.org/current-college-students/complaints.shtml>

<http://www.okhighered.org/resources/Student-Complaint-Form/>

Oklahoma Department of Career & Technology Education

1500 W. 7th Ave.

Stillwater, OK 74074-4364

Mail: Service Center

1201 N. Western Rd.

Stillwater, OK 74075
Phone: (405) 377-2000 or (800) 522-5810
<http://www.okcareertech.org/about/state-agency/policies/comments-or-complaints-policy>

Oklahoma Office of the Attorney General
Consumer Protection Unit
Attn: Investigative Analyst
313 NE 21st Street
Oklahoma City, OK 73105
Phone: (405) 521-3921
<https://www.oag.ok.gov/consumer/complt.nsf/complaint.html>

Oregon

Oregon Office of Degree Authorization
1500 Valley River Drive
Suite 100
Eugene, OR 97401
Phone: (541) 687-7478 or (800) 452-8807
<http://www.oregonstudentaid.gov/contact.aspx>

Oregon Department of Education
Higher Education Coordinating Commission
255 Capitol Street NE
Salem, OR 97310-0203
Phone: (503) 947-5600
<http://www.ode.state.or.us/teachlearn/specialty/pcs/forms/complaint-procedures.doc> Oregon

Attorney General
Financial Fraud/Consumer Protection Section
1162 Court Street NE
Salem, OR 97301-4096
Phone: (503) 378-4400
<https://justice.oregon.gov/consumercomplaints/OnlineComplaints/OnlineComplaintForm/en>

Pennsylvania

Pennsylvania Department of Education
Division of Higher & Career Education
Postsecondary and Adult Education
333 Market St. 12th Floor
Harrisburg, PA 17126-0333
Phone: (717) 783-8228
Email: ra-collunivseminfo@pa.gov
http://www.education.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474

Pennsylvania Office of the Attorney General
14th Floor, Strawberry Square
Harrisburg, PA 17120
Phone: (717) 787-3391
<https://www.attorneygeneral.gov/Quick Links/Pennsylvania Attorney General Complaint Forms/>

Puerto Rico

Puerto Rico Council on Higher Education
PO Box 1900
San Juan, PR 00910-1900
Phone: (787) 641-7100
<http://www.de.gobierno.pr/>
Puerto Rico Department of Justice
Torre Chardon, Suite 1201
350 Carlos Chardon St.
San Juan, PR 00918
Phone: (787) 766-5656 or (877) 872-5656
<http://www.justice.gov/usao/fls/Misc/CitizenComplaintForm.pdf>

Rhode Island

Rhode Island Board of Governors for Higher Education
Suite 524 Shepard Building
80 Washington Street
Providence, RI 02903
Phone: (401) 456-6000
Email: ribghe@ribghe.org
<http://www.ribghe.org/pdfs/BOGStudentComplaintProcessII011012.pdf>

Rhode Island Department of the Attorney General
Consumer Protection Unit
150 South Main Street
Providence, RI 02903
Phone: (401) 274-4400
<https://riag.wufoo.com/forms/q1851amb1bdd4d5/>
<http://www.riag.ri.gov/ConsumerProtection/About.php#>

South Carolina

South Carolina Commission on Higher Education
1122 Lady St., Suite 300
Columbia, SC 29201
Phone: (803) 737-2260
Email: cbrown@che.sc.gov
http://www.che.sc.gov/Portals/0/CHE_Docs/academicaffairs/license/complaint_procedures_and_form111.pdf

South Dakota

South Dakota Board of Regents
306 E. Capitol Ave, Suite 200
Pierre, SD 57501-2545
Phone: (605) 773-3455
<http://www.sdbor.edu/services/academics/SDSARA/documents/ComplaintForm-SD-SARA.pdf>
<http://www.sdbor.edu/policy/1-governance/documents/1-18.pdf>

South Dakota Office of the Attorney General
Division of Consumer Protection
1302 E. Hwy 14 Suite 3
Pierre, SD 57501-8053

Phone: (605) 773-3537

<http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx>

Tennessee

Tennessee Higher Education Commission

Division of Postsecondary School Authorization

404 James Robertson Parkway

Suite 1900

Nashville, TN 37243

Phone: (615) 741-5293

<http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/Complaint%20Form.rtf>

Texas

Texas Workforce Commission

Career Schools and Colleges

101 East 15th Street, Room 226T

Austin, TX 78778-0001

Phone: (512) 936-3100

<http://www.twc.state.tx.us/files/partners/csc-401p-notice-of-student-complaint-policy-instructions-and-sample-twc.pdf>

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

<http://www.thecb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D>

Texas Office of the Attorney General

Consumer Protection Division

PO Box 12548

Austin, TX 78711-2548

Phone: (800) 621-0508

<https://www.texasattorneygeneral.gov/cpd/file-a-consumer-complaint>

<https://www.texasattorneygeneral.gov/forms/cpd/form.php>

Utah

Utah Division of Consumer Protection

160 East 300 South, 2nd Floor

P.O. Box 146704

Salt Lake City, UT 84114-6704

Phone: (801) 530-6601

Email: consumerprotection@utah.gov

<http://consumerprotection.utah.gov/complaints/index.html>

<http://consumerprotection.utah.gov/complaints/manual.html>

Vermont

Vermont Agency of Education

219 N. Main St., Suite 402

Barre, VT 05641

Phone: (802) 479-1030

Email: AOE.EdInfo@state.vt.us

<http://education.vermont.gov/documents/EDU->

[Complaint_Resolution_Statement_for_Postsecondary_Education_Matters.pdf](http://education.vermont.gov/documents/EDU-Complaint_Resolution_Statement_for_Postsecondary_Education_Matters.pdf)

Vermont Attorney General's Office
Consumer Assistance Program
146 University Place
Burlington, VT 05405
Phone: (802) 656-3183 or (800) 649-2424
<https://www.uvm.edu/consumer/?Page=complaint.html>

Virginia

State Council of Higher Education for Virginia
Private & Out-of-State Postsecondary Education
101 N. 14th St., 10th Floor
James Monroe Building
Richmond, VA 23219
Phone: (804) 371-2285
Email: communications@schev.edu
<http://www.schev.edu/forms/StudentComplaintInformation.pdf>
<http://www.schev.edu/forms/StudentComplaintForm.doc>

Washington

Washington Student Achievement Council
917 Lakeridge Way SW
Olympia, WA 98502
Phone: (360) 753-7800
Email: complaints@wsac.wa.gov
<http://www.wsac.wa.gov/protecting-education-consumers>

Washington State Office of the Attorney General
1125 Washington Street SE
PO Box 40100
Olympia, WA 98504-0100
Phone: (206) 464-6684
<https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx> (complaint form)
<http://www.atg.wa.gov/file-complaint>

West Virginia

West Virginia Higher Education Policy Commission
1018 Kanawha Blvd E., Suite 700
Charleston, WV 25301-2800
Phone: (304) 558-2101
<http://www.wvhepc.edu/wp-content/uploads/2015/01/Complaint-Form2.pdf>

West Virginia Office of the Attorney General
Consumer Protection Division
PO Box 1789
Charleston, WV 25326-1789
Phone: (304) 558-8986 or (800) 368-8808
Email: consumer@wvago.gov
<http://www.ago.wv.gov/Pages/consumercomplaint.aspx>

Wisconsin

Wisconsin Educational Approval Board
201 W. Washington Avenue, 3rd Floor
Madison, WI 53703
Phone: (608) 266-1996
Email: eabmail@eab.wisconsin.gov
<http://eab.state.wi.us/resources/complaint.asp>

Wyoming

Wyoming Department of Education
State Board of Education
2300 Capitol Avenue
Hathaway Building, 2nd Floor
Cheyenne, WY 82002-2060
Phone: (307) 777-7675
<http://edu.wyoming.gov/downloads/schools/student-complaint-process.pdf>

Wyoming Office of the Attorney General
123 Capitol Building
200 W. 24th Street
Cheyenne, WY 82002
Phone: (307) 777-7841
<http://ag.wyo.gov/cpu/consumer-complaints>