

[Research](#)

10.24.2022

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[Student Complaints](#)

Student Complaint Information by State and Agency

This list may be use 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.
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| States & Territories | Agency Name | Link to and/or Information about the State Complaint Process as required by 34 CFR 600.9(a) & (b) - 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..... |
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| Alabama | Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning ACCS Private School Licensing Division | For Alabama's public institutions, contacts are posted to the ACHE website https://ache.edu . Student Complaint Process found here: https://www.ache.edu/wp-content/State%20Auth/federal-reg.pdf https://www.accs.edu/about-accs/private-school-licensure/complaints/ - *note: Complaints for out-of-state institutions are referred to the ACCS Private School Licensure. |
| Alaska | Alaska Commission on Postsecondary Education | https://acpe.alaska.gov/ConsumerProtection |
| American Samoa | | not found |
| Arizona | Arizona State Board for Private Postsecondary Education | https://ppse.az.gov/student-complaint-procedure |
| Arkansas | Arkansas Department of Higher Education | Student Grievance form: https://adhe.edu/students-parents/student-grievance-form |
| California | Bureau for Private Postsecondary Education | for institutions regulated by BPPE: http://www.bppe.ca.gov/enforcement/complaint.shtml for out of state institutions not subject to BPPE: https://www.dca.ca.gov/consumers/complaints/oos_students.shtml |

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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 | http://www.ctohe.org/StudentComplaints.shtml |
| Delaware | Delaware Department of Education | Student complaint inquiry form: https://education.delaware.gov/families/college-career-life/college-scholarship-financial-aid/dheo-forms/student-complaint-inquiry-form/ |
| District of Columbia | Education Licensure Commission | 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 |
| Federated State of Micronesia | | not found |
| Florida | Commission for Independent Education- Department of Education | CONCERNS & COMPLAINT PROCESS |
| Georgia | Nonpublic Postsecondary Education Commission | https://gnpec.georgia.gov/student-complaints |
| Guam | | not found |

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| Hawaii | Hawaii Post-Secondary Education Authorization Program | For some reason, website links are routing to the homepage https://cca.hawaii.gov/ . See the drop down for "About", Hawaii Post-Secondary Education Authorization Program (HPEAP). From that page look at drop down under forms to see Student Forms. The Student Complaint Process is found there. |
| Idaho | Idaho State Board of Education | https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/ |
| Illinois | Illinois Board of Higher Education | https://complaints.ibhe.org/ |
| Indiana | Indiana Department of Workforce Development | https://www.in.gov/dwd/career-training-adult-ed/octs/#tab-665625-Consumer_Information |
| | Indiana Commission of Higher Education | https://www.in.gov/che/2744.htm |
| Iowa | Iowa College Student Aid Commission | https://www.iowacollegeaid.gov/StudentComplaintForm |
| Kansas | Kansas Board of Regents | https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process |
| Kentucky | Kentucky Council on Postsecondary Education | http://cpe.ky.gov/campuses/consumer_complaint.html |
| | Kentucky Commission on Proprietary Education | http://www.kcpe.ky.gov/forms/FormtoFileaComplaint.pdf |

Louisiana

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| Nebraska | Nebraska Department of Education, Private Postsecondary Career Schools | https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf |
| | Nebraska Coordinating Commission for Postsecondary Education | https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions |
| Nevada | Nevada Commission | |

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

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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 | |

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