

**Technical College System of Georgia
Student Grievance Contact Information for Individual States**

State	Agency	Link
Alabama	Alabama Department of Postsecondary Education	Complaint Form
Alaska	The Alaska Commission on Postsecondary Education (ACPE)	<p>Mailing Address: Alaska Commission on Postsecondary Education PO Box 110505 Juneau, AK 99811-0505 ATTN: Jo Anne Hayden, Program Coordinator for Institutional Authorization</p> <p>Phone: 907-465-6741 Complainant may request form at EED.ACPE-IA@alaska.gov</p>
Arizona	Arizona State Board for Private Postsecondary Education	<p>Student Complaint Procedure</p> <p>Keith Blanchard, Deputy Director/Investigator Phone: 602-542-5769 Email: Keith.blanchard@azppse.gov</p>
Arkansas	Arkansas Department of Higher Education	<p>Mailing Address: Arkansas Department of Higher Education 114 East Capitol Little Rock, AR 72201 ATTN: ICAC Coordinator</p> <p>Phone: 501-371-2000 Email: ADHE_Info@adhe.edu Student Grievance Procedure</p>
California	Bureau for Private Postsecondary Education	<p>Mailing Address: Bureau for Private Postsecondary Education PO Box 980818 West Sacramento, CA 95798-0818</p> <p>Phone: 916-431-6959 or 1-888-370-7589 Student Complaint Form</p>
Colorado	Colorado Department of Higher Education	<p>Phone: 303-866-2723 Student Complaint Policy</p>
Delaware	Delaware Department of Education	<p>Phone: 302-735-4000 General Link: http://www.doe.k12.de.us/</p>

<p>District of Columbia</p>	<p>Education Licensure Commission</p>	<p>Student Complaint Form</p> <p>Mailing Address: Office of the State Superintendent of Education Education Licensure Commission 810 First Street, NE 9th Floor Washington, DC 20002</p> <p>Phone: 202-576-5000 Fax: 202-576-5244</p>
<p>Florida</p>	<p>Florida Department of Education – Commission for Independent Education</p>	<p>To file a complaint against an independent postsecondary institution in Florida, please write a letter or send an e-mail containing the following information:</p> <p>Name of Student (or Complaint) Complainant Address Phone Number Name of Institution Location of the Institution (City) Dates of Attendance A full description of the problem and any other documentation that will support your claim such as enrollment agreements, correspondence, etc.</p> <p>Send Letter To: Commission for Independent Education 325 W. Gaines Street, Suite 1414 Tallahassee, FL. 32399-0400</p> <p>Or E-mail: amy.lefstead@fldoe.org Or Fax: (850) 245-3238</p> <p>Note: Documents received in this office are considered public record. Confidentiality cannot be guaranteed. This office cannot give legal advice to any individual or take any legal action on behalf of any individual. We will investigate your complaint to see what assistance, if any, we may be able to offer.</p> <p>Student Complaint Process</p>

Georgia	Nonpublic Postsecondary Education Commission	Student Complaint Process Phone: 770-414-3300
Hawaii	Department of Commerce and Consumer Affairs	File a Consumer Complaint — Department of Commerce & Consumer Affairs Phone: 808-933-0910
Idaho	Idaho State Board of Education	Student Grievance Procedure (see last two pages) Mailing Address: Harv Lyter, State Coordinator for Private Colleges & Proprietary Schools Office of the Idaho State Board of Education 650 W. State Street Boise, ID 83720-0037 Email: harv.lyter@osbe.idaho.gov Phone 208-332-1584 Fax: 208-334-2632
Illinois	Illinois State Board of Education	Consumer Complaint Form Written complaints may be submitted to: Illinois State Board of Education Division of Educator and School Development Attention: Private Business and Vocational Schools 100 North First Street, E-310 Springfield, Illinois 62777 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.
Indiana	Indiana Commission on Proprietary Education (ICOPE)	Student Complaint Form Jodi White Phone: 317-232-1623
Iowa	Iowa College Student Aid Commission	Phone: 515-725-3400 General Link: http://www.iowacollegeaid.gov/

Kansas	Kansas Board of Regents	<p>Student Complaint Procedure</p> <p>Mailing Address: Kansas Board of Regents Private Postsecondary Education Division 1000 SW Jackson St., Suite 520 Topeka, Kansas 66612-1368</p> <p>Phone: 785-296-4917 or 785-296-1529 Fax: 785-296-7052</p>
Kentucky	Kentucky Council on Postsecondary Education	<p>Consumer Complaint Procedure (Section 13)</p> <p>Phone: 502-573-1555</p>
Louisiana	Louisiana Board of Regents	<p>Student Complaint Procedure</p> <p>Phone: 225-342-4253</p> <p>Mailing Address: Louisiana Board of Regents P.O. Box 3677 Baton Rouge, LA 70821-3677</p>
Maine	Maine Department of Education	<p>General Link: http://www.maine.gov/education/</p> <p>Phone: 207-624-6600</p>
Maryland	Maryland Higher Education Commission	<p>Student Complaint Process</p> <p>Phone: 410-260-4500</p>
Massachusetts	Massachusetts Board of Higher Education	<p>Complaint Process</p> <p>Student Submit a Complaint Form</p> <p>Phone: 617-994-6950</p>
Michigan	Michigan Department of Energy, Labor & Economic Growth	<p>Online School Complaint Form</p> <p>Phone: 517-373-1820</p>
Minnesota	Minnesota Office of Higher Education	<p>Mailing Address: Research and Program Services Office of Higher Education 1450 Energy Park Drive, Suite 350 St. Paul, MN 55108</p> <p>Phone: 651-642-0584 or 1-800-657-3866 Email: info@ohe.state.mn.us</p>

Mississippi	Mississippi Commission on College Accreditation	<p>Student Complaint Information Sheet and Complaint Form</p> <p>Mailing Address: Mississippi Commission on College Accreditation 3825 Ridgewood Road Jackson, MS 39211</p> <p>Phone 601-432-6372</p>
Missouri	Missouri Department of Higher Education	<p>Policy on Complaint Resolution</p> <p>Phone: 573-751-2361</p>
Montana	Montana University System, Montana Board of Regents	<p>Phone: 406-444-6570</p> <p>General Link: http://mus.edu/board/</p> <p>Email: Thomas H. Gibson</p>
Nebraska	Nebraska Coordinating Commission for Postsecondary Education	<p>Complaint Process (see section 18)</p> <p>Contact: Kathleen Fimple , Academic Programs Officer Nebraska's Coordinating Commission for Postsecondary Education Phone: 402-471-0030 Email: kathleen.fimple@nebraska.gov</p>
Nevada	Nevada Commission on Postsecondary Education	<p>Student Complaint Process</p> <p>Phone: 702-486-7330</p>
New Hampshire	New Hampshire Postsecondary Education Commission	<p>Hearings/Mediation Information & Compliance/Allegation Procedures</p> <p>Contact Information: Stephen Berwick, Coordinator, Dispute Resolution, and Constituent Complaints Phone: 603-271-2299 Email: Stephen.Berwick@doe.nh.gov</p>

New Jersey	<p>New Jersey Commission on Higher Education</p> <p>State of New Jersey Board of Public Utilities</p>	<p>General Link: http://www.state.nj.us/highereducation/ Email: nj_che@che.state.nj.us</p> <p>Filing Complaints</p> <p>Online Complaint</p> <p>Written Complaints: New Jersey Board of Public Utilities Division of Customer Assistance 44 South Clinton Avenue (9th Floor) Post Office Box 350 Trenton, New Jersey 08625-0350</p>
New Mexico	New Mexico Higher Education Department	<p>Complaint Registration</p> <p>Contact Information: Stephanie Ellis, Private and Proprietary Schools Administrator Phone: 505-476-8442 Email: stephanie.ellis@state.nm.us</p>
New York	Office of College and University Evaluation	<p>Filing a Complaint About a College or University</p> <p>Phone: 518-474-2593</p>
North Carolina	The University of North Carolina General Administration on behalf of the University of North Carolina Board of Governors	<p>General Link: http://www.northcarolina.edu/</p> <p>If the complaint cannot be resolved after exhausting the institution’s grievance procedure, the student 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 27515-2688</p> <p>Contact Information: Maggie Ryan, Assistant Director of Licensure and Workforce Studies Phone: 919- 962-4558 Email: mryan@northcarolina.edu</p>

	North Carolina Community College System, Office of Proprietary School Services	Procedures for Handling Complaints
North Dakota	North Dakota State Board for Career and Technical Education	<p>General Link: http://www.nd.gov/cte/ Phone: 701-328-3180</p> <p>Please be advised that the State Board for Career and Technical Education does not have the authority to provide a complaint procedure for institutions it has not authorized to operate in North Dakota. Contact information for The North Dakota Office of the Attorney General, Consumer Protection and Antitrust Division, is as follows: Office of Attorney General Consumer Protection & Antitrust Division Gateway Professional Center 1050 East Interstate Ave. Ste. 200 Bismarck, ND 58503-5574 Phone: 701-328-5570 Fax: 701-328-5568</p>
Ohio	Ohio State Board of Career Colleges and Schools	<p>Filing a Complaint</p> <p>Phone: 614-466-2752 Email: bpsr@scr.state.oh.us</p>
Oklahoma	Oklahoma State Regents for Higher Education	<p>Contact Information Ms. Gina M. Wekke Assistant Vice Chancellor for Academic Affairs Oklahoma State Regents for Higher Education Phone: 405-225-9150 Email: gwekke@osrhe.edu</p> <p>General Link: http://www.okhighered.org/</p>
Oregon	Office of Degree Authorization	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. We accept written or email complaints. When a complaint is received, we first evaluate the information to substantiate its relevance to Oregon rules and statutes. If the complaint appears to have merit or indicate non-compliance on the part of the school, we contact the school to request information regarding the case. All correspondence is kept in the school's file.

	Department of Education - Private and Career Schools Office	<p>We continue to mediate between the student and the school until it we receive an indication that the complaint is unfounded or resolved.</p> <p>Contact Information: Jennifer Diallo *Interim Administrator Office of Degree Authorization Phone: 541-687-7478 Email: jennifer.l.diallo@state.or.us</p> <p>Private Career Schools - Filing a Complaint</p> <p>Phone: 503-947-5600</p>
Pennsylvania	Pennsylvania Department of Education	<p>Complaint Procedure</p> <p>For additional information, please contact: Division of Higher & Career Education Pennsylvania Department of Education - Postsecondary and Adult Education 333 Market Street, 12th Fl Harrisburg, PA 17126-0333 Phone: 717.783.8228 Fax: 717.722.3622 Email ra-collunivseminfo@pa.gov or ra-pls@state.pa.us</p>
Rhode Island	Rhode Island Board of Governors for Higher Education	<p>General Link: http://www.ribghe.org/default.htm</p> <p>Phone: 401-456-6008</p> <p>Email: dgrossman-garber@ribghe.org</p>
South Carolina	South Carolina Commission on Higher Education	<p>Procedures for Handling Complaints</p> <p>Phone: 803-737-2260</p>
South Dakota	South Dakota Board of Regents Office of the Attorney General	<p>General Link: http://www.sdbor.edu/ Phone: 605-773-3455</p> <p>Online Consumer Complaint Form</p>

Tennessee	Tennessee Higher Education Commission	<p>Complaints shall be signed and submitted through hand delivery, mail, electronic mail or facsimile.</p> <ul style="list-style-type: none">- Commission staff will investigate all written complaints.- Any named institution and/or agent will receive a copy of the complaint and be provided an opportunity to respond to all allegations contained in the complaint.- As part of the investigation process, Commission staff may work with the complainant and the named institution and/or agent to effectuate a settlement.- Following the completion of the investigation, Commission staff will provide to all parties written findings and conclusions, including any determinations with regard to the complainant's receipt of a refund or other monetary relief or the assessment of a fine or other adverse action. The written findings and conclusions will contain a date by which an aggrieved party may submit a request for further review by the Executive Director as provided for in Rule 1540-01-02-.02(2)(b). <p>Complaint Form</p> <p>Contact Information:</p> <p>Lynda Lu Perrin Investigations Officer Tennessee Higher Education Commission 404 James Robertson Parkway, Suite 1900 Nashville, TN 37243 Email: lynda-lu.perrin@tn.gov Phone: 615-741-0662</p>
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Texas	Texas Workforce Commission (TWC) Texas Higher Education Coordinating Board	To file a complaint, follow the complaint procedures in the school's catalog. If the issue is not resolved, contact either the Texas Workforce Commission's Career School section at Phone: 512.936.3100 (certificate /diploma program issues) or the school's accrediting agency. If the school is not accredited by a recognized accreditor but has degree granting authority, send a written complaint to the Coordinating Board at Texas Higher Education Coordinating Board, Academic Affairs and Research P.O. Box 12788 Austin, Texas 78711.
Utah	Utah Division of Consumer Protection	Complaint Process
Vermont	Vermont State Board of Education Through the Vermont Department of Education	Complaint Resolution Statement for Postsecondary Education Matters Cathy Hilgendorf Postsecondary Approval Coordinator Vermont Department of Education 120 State Street Montpelier, VT 06620 Phone: 802-828-5402 Email: cathy.hilgendorf@state.vt.us
Virginia	State Council of Higher Education for Virginia (agency name) Private and Out-of-State Postsecondary Education (unit name)	Student must complete and return the student complaint form after exhausting the school's grievance procedure. Complaint must be signed. SCHEV will not respond to anonymous complaints. http://www.schev.edu/forms/StudentComplaintInformation.pdf Contact Information: Sylvia Rosa-Casanova, Compliance Manager 101 N. 14th Street, 9th Floor/James Monroe Building Richmond, VA 23219 Phone: 804-225-3399 Email: sylviarosacasanova@schev.edu Josephine Wright, Compliance Investigator 101 N. 14th Street, 9th Floor/James Monroe Building Richmond, VA 23219 Phone: 804-225-2753 Email: josephinewright@schev.edu

Washington	Washington Higher Education Coordinating Board	<p>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.</p> <p>Contact Information: Karen Oelschlager Program Associate Higher Education Coordinating Board P.O. Box 43430 Olympia, WA 98504-3430 Phone: 360-753-7869 Email: kareno@hecb.wa.gov</p>
West Virginia	West Virginia Council for Community and Technical College Education	<p>General Link: http://www.wvctcs.org/</p> <p>Complaint Policy - (see section 13)</p>
Wisconsin	Wisconsin Educational Approval Board	<p>Student Complaint Procedure and Form</p> <p>Contact Information: Blanca James Office Operations Associate P.O. Box 8696 Madison, WI 53708-8696 Email: blanca.james@eab.state.wi.us Phone: 608-266-1996</p>
Wyoming	Wyoming Department of Education	<p>General Link: http://edu.wyoming.gov/</p> <p>Email: samantha.mills@wyo.gov Phone: 307-777-5712</p>