

## STATE REGULATORY AGENCIES

### ALABAMA

**Contact for filing a complaint against postsecondary institutions:**

No state level complaint process exists in Alabama, except at the community college level. Due to the governance structure of higher education in Alabama, there is no state level governing body over the public universities.

**Contact for filing consumer complaints regarding postsecondary institutions:**

Consumers Affairs Section of the Alabama Office of Attorney General: 1-800-392-5658 or [http://www.ago.state.al.us/consumer\\_complaint.cfm](http://www.ago.state.al.us/consumer_complaint.cfm)

### ALASKA

**Contact for filing a complaint against postsecondary institutions:**

Jo Anne Hayden, Program Coordinator, Institutional Authorization, Alaska Commission on Postsecondary Education: 907-465-6741 or [EED.ACPE-IA@alaska.gov](mailto:EED.ACPE-IA@alaska.gov)

**Contact for filing consumer complaints regarding postsecondary institutions:**

Consumer Protection Unit of the Alaska Office of Attorney General:  
[http://www.law.state.ak.us/pdf/consumer/FORM\\_complaint.pdf](http://www.law.state.ak.us/pdf/consumer/FORM_complaint.pdf)

### ARIZONA

**Contact for filing a complaint against postsecondary institutions:**

No formal complaint process and they do not have jurisdiction to entertain complaints from Arizona students about out-of-state public institutions.

**Contact for filing consumer complaints regarding postsecondary institutions:**

Arizona Consumer Information and Complaints Division of the Arizona Attorney General's Office: 1-800-352-8431 or <http://www.azag.gov/consumer/complaintformintro.html>

### CALIFORNIA

**Contact for filing a complaint against postsecondary institutions:**

Joanne Wenzel, Deputy Bureau Chief, Bureau for Private Post-secondary Education (BPPE): 916-431-6905, [joanne.wenzel@dca.ca.gov](mailto:joanne.wenzel@dca.ca.gov), or [http://www.bppe.ca.gov/forms\\_pubs/complaint.pdf](http://www.bppe.ca.gov/forms_pubs/complaint.pdf)

**Contact for filing consumer complaints regarding postsecondary institutions:**

All consumer complaints are handled by the Department of Consumer Affairs of which the BPPE is a part.

### COLORADO

**Contact for filing a complaint against postsecondary institutions:**

Heather DeLange, Degree Authorization Act Officer, Colorado Department of Higher Education: 303-866-2723 or [heather.delange@dhe.state.co.us](mailto:heather.delange@dhe.state.co.us)

**Contact for filing consumer complaints regarding postsecondary institutions:**

Colorado Attorney General's Office: 303-866-4500 or [https://www.coloradoattorneygeneral.gov/departments/consumer\\_protection/file\\_consumer\\_complaint](https://www.coloradoattorneygeneral.gov/departments/consumer_protection/file_consumer_complaint)

## CONNECTICUT

### **Contact for filing a complaint against postsecondary institutions:**

There is no formal process according but if a student cannot resolve a complaint with the institution, they can contact Amy Hughes, 860-947-1822 or [ahughes@ctdhe.org](mailto:ahughes@ctdhe.org)

### **Contact for filing consumer complaints regarding postsecondary institutions:**

The Connecticut Department of Consumer Protection: Fax - 860-713-7239 or <http://www.ct.gov/dcp/cwp/view.asp?a=1629&Q=274424>

## DELAWARE

### **Contact for filing a complaint against postsecondary institutions:**

No formal complaint process; the Delaware Department of Education Higher Education Office refers all complaints back to the institutions.

### **Contact for filing consumer complaints regarding postsecondary institutions:**

Delaware Department of Justice, Consumer Protection Division, fax - 302-577-6499 or <http://attorneygeneral.delaware.gov/consumers/protection/complaint.shtml>

## DISTRICT OF COLUMBIA

### **Contact for filing a complaint against postsecondary institutions:**

Dorothy Thomas, Education Compliance Specialist, Education Licensure Commission: 810 First Street, NE, 9th Floor, Washington, DC 20002, <http://www.osse.dc.gov> or [http://osse.dc.gov/seo/frames.asp?doc=/seo/lib/seo/elementary\\_and\\_secondary\\_education/may\\_2011/complaint\\_form\\_4\\_11.pdf](http://osse.dc.gov/seo/frames.asp?doc=/seo/lib/seo/elementary_and_secondary_education/may_2011/complaint_form_4_11.pdf)

### **Contact for filing consumer complaints regarding postsecondary institutions:**

No formal complaint process.

## GEORGIA

### **Contact for filing a complaint against postsecondary institutions:**

Complaints can be filed with the NPEC: 2082 East Exchange Place, Suite 220, Tucker, Georgia 30084-5305, 770-414-3300 or <http://www.gnpec.org/forms/pdf%20files/ComplaintProcess.pdf>

### **Contact for filing consumer complaints regarding postsecondary institutions:**

No formal complaint process.

## HAWAII

### **Contact for filing a complaint against postsecondary institutions:**

No formal complaint process.

### **Contact for filing consumer complaints regarding postsecondary institutions:**

No formal complaint process.

## IDAHO

### **Contact for filing a complaint against postsecondary institutions:**

No formal complaint process.

**Contact for filing consumer complaints regarding postsecondary institutions:**

The Idaho Office of Attorney General Consumer Protection Division: 800-432-3545 or <http://www.ag.idaho.gov/consumerProtection/forms/ComplaintFormInformation.html>

**ILLINOIS**

**Contact for filing a complaint against postsecondary institutions:**

Illinois Board of Higher Education: 217-782-2551 or <http://www.ibhe.state.il.us/consumerInfo/complaint.htm>

**Contact for filing consumer complaints regarding postsecondary institutions:**

Office of Illinois Attorney General, Consumer Protection Bureau: 500 South Second Street, Springfield, Illinois 62706. <http://www.illinoisattorneygeneral.gov/consumers/filecomplaint.html>

**INDIANA**

**Contact for filing a complaint against postsecondary institutions:**

No formal complaint process.

**Contact for filing consumer complaints regarding postsecondary institutions:**

Consumer Protection Division of the Indiana Office of the Attorney General: 1-800-382-5516 or (317) 232-6330, <http://www.in.gov/attorneygeneral/2434.htm>, Online complaint form - <http://12.186.81.50/ConsumerComplaintForm/ConsumerComplaintForm.htm>  
Printable complaint form - <http://www.in.gov/attorneygeneral/files/complaint.pdf>

**IOWA**

**Contact for filing a complaint against postsecondary institutions:**

Iowa College Student Aid Commission: 877-272-4456, complaint form - [http://www.iowacollegeaid.gov/index.php?option=com\\_content&task=view&id=149&Itemid=394#constituent](http://www.iowacollegeaid.gov/index.php?option=com_content&task=view&id=149&Itemid=394#constituent)

**Contact for filing consumer complaints regarding postsecondary institutions:**

Consumer Protection Division of the Iowa Office of the Attorney General: [http://www.state.ia.us/government/ag/file\\_complaint/index.html](http://www.state.ia.us/government/ag/file_complaint/index.html)  
Online complaint form - [http://www.state.ia.us/government/ag/file\\_complaint/online\\_complaint\\_form.html](http://www.state.ia.us/government/ag/file_complaint/online_complaint_form.html)  
Printable complaint form - <http://www.state.ia.us/government/ag/images/pdfs/ConsumerProtectionComplaintForm.pdf>

**KANSAS**

**Contact for filing a complaint against postsecondary institutions:**

Jacqueline Johnson, Director of Private and Out-of-State Education, Kansas Board of Regents: (785) 296-4917, [jjohnson@ksbor.org](mailto:jjohnson@ksbor.org) or [http://www.kansasregents.org/private\\_postsecondary\\_complaint\\_process](http://www.kansasregents.org/private_postsecondary_complaint_process)  
Complaint form – <http://www.kansasregents.org/resources/PDF/524-ComplaintProcedureandForm.pdf>

**Contact for filing consumer complaints regarding postsecondary institutions:**

Kansas Attorney General's Consumer Protection: <http://www.ksag.org/page/filing-a-complaint>  
Online complaint form is <http://www.ksag.org/page/file-a-complaint>  
Printable complaint form is <http://www.ksag.org/files/shared/ComplaintForm.pdf>

## **KENTUCKY**

### **Contact for filing a complaint against postsecondary institutions:**

Sarah Levy, Director of Postsecondary Licensing, Kentucky Council on Postsecondary Education: (502) 573-1555, ext. 350, [sarah.levy@ky.gov](mailto:sarah.levy@ky.gov) or <http://www.lrc.ky.gov/kar/013/001/020.htm>

### **Contact for filing consumer complaints regarding postsecondary institutions:**

Consumer Protection Division of the Kentucky Office of the Attorney General: <http://ag.ky.gov/civil/consumerprotection/complaints/> or Complaint form - [http://ag.ky.gov/NR/rdonlyres/19D2FEF3-0666-49B5-A184-38006DA45B2C/0/complaint\\_gen.pdf](http://ag.ky.gov/NR/rdonlyres/19D2FEF3-0666-49B5-A184-38006DA45B2C/0/complaint_gen.pdf)

## **LOUISIANA**

### **Contact for filing a complaint against postsecondary institutions:**

Dr. Larry Tremblay, Associate Commissioner for Planning, Research and Performance, Louisiana Board of Regents: PO Box 3677, Baton Rouge, LA 70821-3677, 225-342-4253, [Larry.tremblay@la.gov](mailto:Larry.tremblay@la.gov)

### **Contact for filing consumer complaints regarding postsecondary institutions:**

No formal complaint process.

## **MAINE**

### **Contact for filing a complaint against postsecondary institutions:**

No formal complaint process.

### **Contact for filing consumer complaints regarding postsecondary institutions:**

Consumer Protection Division of the Office of the Maine Attorney General: [http://www.maine.gov/ag/consumer/complaints/complaint\\_form.shtml](http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml)

## **MARYLAND**

### **Contact for filing a complaint against postsecondary institutions:**

No formal complaint process.

### **Contact for filing consumer complaints regarding postsecondary institutions:**

Consumer Protection, Division of the Office of the Maryland Attorney General: Complaint form link - <http://www.oag.state.md.us/Consumer/complaint.htm>

## **MICHIGAN**

### **Contact for filing a complaint against postsecondary institutions:**

No formal complaint process.

### **Contact for filing consumer complaints regarding postsecondary institutions:**

No formal complaint process.

## **MISSISSIPPI**

### **Contact for filing a complaint against postsecondary institutions**

No formal complaint process.

**Contact for filing consumer complaints regarding postsecondary institutions:**  
Consumer Protection Division, Office of the Attorney General: P.O. Box 22947, Jackson,  
Mississippi 39225-2947

## **MISSOURI**

**Contact for filing a complaint against postsecondary institutions:**  
No formal complaint process.

**Contact for filing consumer complaints regarding postsecondary institutions:**  
Attorney General's office: <http://ago.mo.gov/consumercomplaint.htm>

## **MONTANA**

**Contact for filing a complaint against postsecondary institutions:**  
Attorney General Steve Bullock, Department of Justice: P.O. Box 201401, Helena, MT 59620-  
1401, (406) 444-2026, Fax: (406) 444-3549, E-mail: [contactdoj@mt.gov](mailto:contactdoj@mt.gov)

**Contact for filing consumer complaints regarding postsecondary institutions:**  
Montana State Board of Regents: <http://mus.edu>

## **NEBRASKA**

**Contact for filing a complaint against postsecondary institutions**  
No formal complaint process.

**Contact for filing consumer complaints regarding postsecondary institutions:**  
Attorney General's Consumer Protection Division:  
<http://www.ago.ne.gov/consumer/whatisthecp.htm>

## **NEW HAMPSHIRE**

**Contact for filing a complaint against postsecondary institutions:**  
Patricia Moquin, Executive Director, N.H. Postsecondary Education Commission: 3 Barrell Court,  
Suite 300, Concord, NH 03301-8543, [patricia.moquin@pec.state.nh.us](mailto:patricia.moquin@pec.state.nh.us)

**Contact for filing consumer complaints regarding postsecondary institutions:**  
No formal complaint process.

## **NEW JERSEY**

**Contact for filing a complaint against postsecondary institutions:**  
No formal complaint process.

**Contact for filing consumer complaints regarding postsecondary institutions:**  
No formal complaint process.

## **NEW MEXICO**

**Contact for filing a complaint against postsecondary institutions:**  
New Mexico Higher Education Department: 2048 Galisteo Street, Santa Fe, NM 87505-2100,  
505-476-8442. Complaint form -  
<http://www.hed.state.nm.us/uploads/FileLinks/b23fc959f37c44bb8e3caae612e0dba7/PPS%20Complaint%20Form.pdf>

**Contact for filing consumer complaints regarding postsecondary institutions:**

No formal complaint process.

**NEW YORK**

**Contact for filing a complaint against postsecondary institutions:**

State University of New York, Central Administration: State University Plaza, Albany, NY; -OR- The City University of New York, Central Administration: 535 East 80th Street, New York, NY 10021

**Contact for filing consumer complaints regarding postsecondary institutions:**

Discrimination: U.S. Office for Civil Rights, 75 Park Place, New York, NY 10007 -OR- Office of Equity and Access, VATEA Program, 10th Floor, Education Building Addition, Hawk Street, Albany, NY 12234.

Consumer Fraud: Office of the New York State Attorney General, Justice Building, Empire State Plaza, Albany, NY 12223.

**NORTH CAROLINA**

**Contact for filing a complaint against postsecondary institutions:**

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, (919) 962-4558. For certificate and diploma programs:

[http://www.nccommunitycolleges.edu/PROPRIETARY\\_SCHOOLS/complaints.htm](http://www.nccommunitycolleges.edu/PROPRIETARY_SCHOOLS/complaints.htm).

**Contact for filing consumer complaints regarding postsecondary institutions:**

Please see above.

**NORTH DAKOTA**

**Contact for filing a complaint against postsecondary institutions:**

Office of Attorney General, Consumer Protection & Antitrust Division, Gateway Professional Center, 1050 East Interstate Ave. Ste. 200, Bismarck, ND 58503-5574, (701) 328-5570, Fax: (701) 328-5568.

**Contact for filing consumer complaints regarding postsecondary institutions:**

Same as above.

**OHIO**

**Contact for filing a complaint against postsecondary institutions:**

No formal complaint process.

**Contact for filing consumer complaints regarding postsecondary institutions:**

Ohio State Board of Career Colleges and Schools:

<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

**OKLAHOMA**

**Contact for filing a complaint against postsecondary institutions:**

Oklahoma State Regents for Higher Education: 655 Research Parkway, Suite 200, Oklahoma City, OK 73104, 405.225.9100, [communicationsdepartment@osrhe.edu](mailto:communicationsdepartment@osrhe.edu)

**Contact for filing consumer complaints regarding postsecondary institutions:**

No formal complaint process.

**OREGON**

**Contact for filing a complaint against postsecondary institutions:**

No formal complaint process.

**Contact for filing consumer complaints regarding postsecondary institutions:**

Oregon Department of Justice: <http://www.doj.state.or.us/finfraud/index.shtml>

**PENNSYLVANIA**

**Contact for filing a complaint against postsecondary institutions:**

No formal complaint process.

**Contact for filing consumer complaints regarding postsecondary institutions:**

The Pennsylvania Attorney General's Office: <http://www.attorneygeneral.gov/Complaints.aspx>

**RHODE ISLAND**

**Contact for filing a complaint against postsecondary institutions:**

No formal complaint process.

**Contact for filing consumer complaints regarding postsecondary institutions:**

The Rhode Island Attorney General's Office also handles consumer related complaints:

<http://www.riag.state.ri.us/civil/consumer/>

**SOUTH CAROLINA**

**Contact for filing a complaint against postsecondary institutions:**

Renea Eshleman, Program Manager, Nonpublic Institution Licensing, South Carolina

Commission on Higher Education: 803-737-2281, [reshleman@che.sc.gov](mailto:reshleman@che.sc.gov),

1333 Main Street, Suite 200, Columbia, SC 29201 or

[http://www.che.sc.gov/AcademicAffairs/License/Complaint\\_procedures\\_and\\_form.pdf](http://www.che.sc.gov/AcademicAffairs/License/Complaint_procedures_and_form.pdf)

**Contact for filing consumer complaints regarding postsecondary institutions:**

Same as above.

**SOUTH DAKOTA**

**Contact for filing consumer complaints regarding postsecondary institutions:**

No formal complaint process.

**Contact for filing consumer complaints regarding postsecondary institutions:**

Attorney General of the State of South Dakota and the Division of Consumer Protection:

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

**TENNESSEE**

**Contact for filing consumer complaints regarding postsecondary institutions:**

Division of Postsecondary Schools Authorization, Consumer Services, Proprietary Complaint

Form: <http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/psa.html>

**Contact for filing consumer complaints regarding postsecondary institutions:**

The above process applies to all complaints.

**TEXAS**

**Contact for filing consumer complaints regarding postsecondary institutions:**

No formal complaint process.

**Contact for filing consumer complaints regarding postsecondary institutions:**

No formal complaint process.

**UTAH**

**Contact for filing consumer complaints regarding postsecondary institutions:**

Utah Division of Consumer Protection: <http://consumerprotection.utah.gov/complaints/index.html>

**Contact for filing consumer complaints regarding postsecondary institutions:**

No formal complaint process.

**VERMONT**

**Contact for filing consumer complaints regarding postsecondary institutions:**

Vermont State Board of Education:

[http://education.vermont.gov/new/pdfdoc/pgm\\_postsecondary/EDUComplaint\\_Resolution\\_State\\_ment\\_for\\_Postsecondary\\_Education\\_Matters.pdf](http://education.vermont.gov/new/pdfdoc/pgm_postsecondary/EDUComplaint_Resolution_State_ment_for_Postsecondary_Education_Matters.pdf)

**Contact for filing consumer complaints regarding postsecondary institutions:**

No formal complaint process.

**VIRGINIA**

**Contact for filing consumer complaints regarding postsecondary institutions:**

State Council of Higher Education for Virginia:

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

**Contact for filing consumer complaints regarding postsecondary institutions:**

No formal complaint process.

**WASHINGTON**

**Contact for filing consumer complaints regarding postsecondary institutions:**

Higher Education Coordinating Board: [dainfo@hecb.wa.gov](mailto:dainfo@hecb.wa.gov) or

<https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx>

**Contact for filing consumer complaints regarding postsecondary institutions:**

Same as above.

**WEST VIRGINIA**

**Contact for filing consumer complaints regarding postsecondary institutions:**

Dr. Mark Stotler, Assistant Director of Academic Affairs, West Virginia Higher Education Policy Commission: 304-558-0262, [STOTLER@hepc.wvnet.edu](mailto:STOTLER@hepc.wvnet.edu)



**Contact for filing consumer complaints regarding postsecondary institutions:**

Attorney General Darrell McGraw: Capitol Complex Building 1, Room E-26, 1900 Kanawha Blvd E, Charleston, WV 25305; 304-558-2021.

**WISCONSIN**

**Contact for filing consumer complaints regarding postsecondary institutions:**

Educational Approval Board: <http://eab.state.wi.us/resources/complaint.asp>

**Contact for filing consumer complaints regarding postsecondary institutions:**

No formal complaint process.

**WYOMING**

**Contact for filing consumer complaints regarding postsecondary institutions:**

Samantha Mills, Education Program Consultant, Wyoming Department of Education: 307-777-5712 or [smills@educ.state.wy.us](mailto:smills@educ.state.wy.us)

**Contact for filing consumer complaints regarding postsecondary institutions:**

Protection Unit of the Wyoming Attorney General's office:

<http://attorneygeneral.state.wy.us/consumer.htm>