

State Higher Education Authorities and Student Complaint Procedures

Distance Education students, who have completed the internal institutional grievance process and the applicable state grievance process, may appeal non-instructional complaints to the FL-SARA PRDEC Council. For additional information on the complaint process, please visit the [FL-SARA Complaint Process page](#).

Specific state information listed below.

Alabama

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- If a student is unable to resolve a dispute with the University, they may file a complaint with the State
- To file a complaint with the State please contact the [Alabama Community College System](#)
- The student must submit a written complaint to the System Office, a complaint may be filed by using the complaint form in the quick links section or by clicking the following link, <https://psl.asc.edu/External/Complaints.aspx>

Alaska

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- Any grievances not resolved at the institution level can be appealed with the state of Alaska:
Alaska Commission on Postsecondary Education
EED.ACPE-IA@alaska.gov
P.O. Box 110505
Juneau, Alaska 99811-0505

Arizona

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [Arizona State Board for Private Postsecondary Education](#)
 - If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Post-Secondary Education. The student must contact the State Board for further details. The State Board address is:

1740 W. Adams Street
Suite 3008
Phoenix, AZ 85007
Phone: (602) 542-5709
Website: www.ppse.az.gov

Arkansas

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [Arkansas Department of Higher Education](http://www.ark.gov).

California

State Regulatory Authorization Status: Authorized for all physical locations

SARA Authorization Status: Not a SARA State

State Student Complaint Information:

- To file a complaint with the state, contact:
Bureau for Private Postsecondary Education
2535 Capital Oaks Drive, Suite 400
Sacramento, CA 95833
Telephone: (916) 431-6924
Fax: (916) 263-1897
Bureau for Private Postsecondary Education
<http://www.bppe.ca.gov/enforcement/complaint.shtml>
- For California residents enrolled in University of Tampa online programs:
To file a complaint, contact the California Department of Consumer Affairs, Consumer Information Center: https://www.dca.ca.gov/consumers/complaints/oos_students.shtml

Colorado

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [Colorado Department of Higher Education](http://www.colorado.gov).

Connecticut

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact:
Connecticut Department of Higher Education
61 Woodland Street
Hartford, CT 06105-2326
info@ctdhe.org

Delaware
State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact:
Delaware Department of Education
Carvel State Office Building, 5th Floor
820 N. French Street
Wilmington, DE 19801-3509
dheo@doe.k12.de.us

District of Columbia
State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [District of Columbia Office of the State Superintendent of Education](#).

Florida
State Regulatory Authorization Status: Exempt for all physical locations

SARA Authorization Status: Exempt from all Online Programs

State Student Complaint Information:

- To file a complaint against a nonpublic postsecondary institution in Florida, please write a letter or send an e-mail containing the following information:
 1. Name of Student (or Complainant)
 2. Complainant Address
 3. Phone Number
 4. Name of Institution
 5. Location of the Institution (City)
 6. Dates of Attendance
 7. A full description of the problem and any other documentation that will support your claim such as enrollment agreements, correspondence, etc.
 8. The complaint process of the Commission involves contacting the institution to obtain their response to your complaint. If you do not want the Commission to contact the institution you are attending, you must state so in your complaint;

however, doing so will greatly hinder the Commission's ability to assist you with your complaint.

Send Letter To:

Commission for Independent Education 325 W. Gaines Street, Suite 1414
Tallahassee, FL. 32399-0400

Or E-mail: cieinfo@fldoe.org

Or Fax: 850-245-3238

Georgia

State Regulatory Authorization Status: Authorized for all physical locations

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the Georgia Nonpublic Postsecondary Education Commission: <https://gnpec.georgia.gov/student-complaints>
- Georgia Nonpublic Postsecondary Education Commission; 2082 East Exchange Place; Suite 220; Tucker, GA 30084; 770-414-3300.
- Students will not be subject to adverse actions by the institution as a result of filing a grievance with the state.

Hawai'i

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint, contact the [State of Hawaii Consumer Complaint Department](#).

Idaho

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the
Idaho State Board of Education
State Coordinator for Private Colleges and Proprietary Schools
Attn: Harvey W. Lyter III, MBA
650 West State Street
O. Box 83720
Boise, ID 83720-0037
Harv.lyter@osbe.idaho.gov

Illinois

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the Illinois Board of Higher Education
431 East Adams, 2nd Floor
Springfield, Illinois 62701-1404
info@ibhe.org
Institutional Complaint Hotline: (217) 557-7359

Indiana

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, visit [submit a Record of Complaint form.](#)

Iowa

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state contact the Iowa Student Aid Commission
430 E. Grand Ave. 3rd floor
Des Moines, IA 50309
info@iowacollegeaid.gov

Kansas

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state contact the [Kansas Board of Regents.](#)

Kentucky

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state [contact the Kentucky Commission on Proprietary Education.](#)

Louisiana

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state [contact the Louisiana Board of Regents.](#)

Maine

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state contact the
Maine Department of Education
Complaint Investigator
23 State House Station
Augusta, ME 04333-0023
braff@maine.gov

Maryland

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, [contact the Maryland Higher Education Commission.](#)

Massachusetts

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, [contact the Massachusetts Department of Higher Education.](#)

Michigan

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, [contact the Michigan Department of Labor & Economic Growth.](#)

Minnesota

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, [contact the Minnesota Office of Higher Education.](#)

Mississippi

State Regulatory Authorization Status: Authorized for all physical locations

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [Mississippi Commission on College Accreditation.](#)

Missouri

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the
Missouri Department of Higher Education
205 Jefferson Street
O. Box 1469
Jefferson City, MO 65102-1469
info@dhe.mo.gov

Montana

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state contact the
Montana University System, Montana Board of Regents
2500 Broadway Street
PO Box 203201
Helena, MT 59620-3201
contactocp@mt.gov

Nebraska

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state contact the [Nebraska Coordinating Commission for Postsecondary Education](#)
P.O. Box 95005
Lincoln, NE 68509-5005
Consumer Protection Hotline: (800) 727-6432

Nevada

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- If a satisfactory resolution cannot be reached through the institution's refund policy, you may contact NCPE for further assistance. To file a complaint with the state contact the [Nevada Commission on Postsecondary Education](#).
- The institution retains, for at least 5 years, all student records, as required by various State and Federal Agencies. After that period of time, the school is required to retain only copies **of the students' transcripts.**

New Hampshire

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [New Hampshire Postsecondary Education Commission Coordinator, Dispute Resolution, and Constituent Complaints](#)
[101 Pleasant Street](#)
Concord, NH 03301-3494
Michael.Seidel@doe.nh.gov

New Jersey

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the New Jersey Commission on Higher Education
O. Box 110
Trenton, NJ 08625
njhe@njhe.state.nj.us

New Mexico

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- File a Student Complaint by contacting the New Mexico Higher Education Department or by submitting the form on the following webpage:
New Mexico Higher Education Department
2044 Galisteo St., Suite 4
Santa Fe, NM 87505-2100
Phone: (505) 476-8411
<https://hed.state.nm.us/students-parents/student-complaints>

New York

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [New York Office of College and University Evaluation New York State Education Department](#).

North Carolina

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state contact the
University of North Carolina Board of Governors
Post-Secondary Education Complaints Office
910 Raleigh Road
Chapel Hill, NC 27514
studentcomplaint@northcarolina.edu

North Dakota

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state contact Cheryl Thompson, M.S.Ed.
Outreach Manager, Core Technology Services of the North Dakota University System
2000 44th St. SW, Suite 301
Fargo, ND 58103
stateauth@ndus.edu

Further information can be found at <https://ndus.edu/state-authorization-sara>

Ohio

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- Ohio Board of Regents does not receive student complaints. Direct all complaints to the [Ohio Attorney General](#).

Oklahoma

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [Oklahoma State Regents for Higher Education](#).

Oregon

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [Oregon Office of Degree Authorization](#).

Pennsylvania

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [Pennsylvania Department of Education](#).

Puerto Rico

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [Puerto Rico Council on Education](#).

Rhode Island

State Regulatory Authorization Status: Authorized for all physical locations

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [Rhode Island Board of Governors for Higher Education](#).

South Carolina

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, see the [South Carolina Complaint Procedure form](#).

South Dakota

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- The South Dakota Board of Regents does not receive student complaints; direct all complaints to the [South Dakota Office of Attorney General](#).

Tennessee

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- Any grievances not resolved at the institutional level may be forwarded to the Tennessee Higher Education Commission, Nashville, TN 37243-0830. (614) 741-5293. [See the Tennessee Higher Education Commission Complaint form](#).

Texas

State Regulatory Authorization Status: Authorized for all physical locations

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the Texas Higher Education Coordinating Board StudentComplaints@highered.texas.gov or Kammi.Contreras@highered.texas.gov
- The student complaints page with forms and a description of the complaint procedure can be found on the [Texas Higher Education Coordinating Board's webpage](#)
- Rules governing student complaints can be found in [Title 19 of the Texas Administrative Code, Sections 1.110-1.120](#)

Utah

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [Utah Division of Consumer Protection](#).

Vermont

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [Vermont Department of Education](#).

Virginia

State Regulatory Authorization Status: Authorized for all physical locations

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [State Council of Higher Education in Virginia](#).
- Students will not be subject to adverse actions by the institution as a result of filing a grievance.

Washington

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [Washington Student Achievement Council](#)

West Virginia

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [West Virginia Higher Education Policy Commission](#).

Wisconsin

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact the [Wisconsin Educational Approval Board](#)

Wyoming

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state contact the
Wyoming Department of Education
2300 Capitol Avenue NE
Hathaway Building, 2 Floor
Cheyenne, WY 82002-0050
Phone: (307) 777-7763
<https://communitycolleges.wy.edu/contact-us/>