

State	Abbrev.	Contact Information:	Complaint Procedure Information:
Alabama	AL	<p>DUAL AUTHORITY: Alabama Department of Postsecondary Education (ADPE) Office of Private School Licensing Division Annette McGrady, License Specialist Phone: (334) 293-4651 Email: Annette.mcgrady@dpe.edu Website: http://www.accs.cc/psloverview.aspx</p> <p>AND</p> <p>Alabama Commission on Higher Education (ACHE) Office of Institutional Effectiveness and Planning P.O. Box 302000 Montgomery, AL 36130-2000 Phone: (334) 242-2179 Phone: (334) 242-1998 Fax: (334) 242-0268 Email: Elizabeth.french@ache.alabama.gov or deborah.nettles@ache.alabama.gov or tim.vick@ache.alabama.gov Agency Website: http://www.ache.state.al.us/</p>	<p>Alabama Commission on Higher Education (ACHE)</p> <p>http://www.accs.cc/complaintform.aspx</p> <p>or</p> <p>http://www.ache.alabama.gov/AboutUs/ContactInfo.htm</p>
Alaska	AK	<p>Alaska Commission on Postsecondary Education 3030 Vintage Boulevard Juneau, AK 99801 Phone: (907) 465-6763 Phone (907) 465-6741 Phone: (907) 465-2962 Toll-Free: (800) 441-2962 Fax: (907) 465-5316 Email: kris.cole@alaska.gov Email: joanne.hayden@alaska.gov Email: eed.acpe-ia@alaska.gov Email: customer_service@acpe.state.ak.us Website: http://akadvantage.alaska.gov</p>	<p>Alaska Commission on Postsecondary Education</p> <p>http://akadvantage.alaska.gov/</p>
Arizona	AZ	<p>Arizona State Board for Private Postsecondary Education Keith Blanchard, Deputy Director Phone: (602) 542-2399 Phone: (602) 542-5769 Email: teri.stanfill@azppse.gov Email: keith.blanchard@azppse.gov Website: http://www.azppse.state.az.us/licensure_requirements.asp</p>	<p>Arizona State Board for Private Postsecondary Education</p> <p>http://azppse.state.az.us/student_info/compliance.asp</p>
Arkansas	AR	<p>Arkansas Department of Higher Education Phone: (501) 371-2012 Email: zanette.douglas@adhe.edu Website: http://www.adhe.edu</p>	<p>Arkansas Department of Higher Education</p> <p>http://www.adhe.edu/divisions/academicaffairs/Pages/aa_certification.aspx</p>
California	CA	<p>Bureau for Private Postsecondary Education Phone: (916) 431-6905 Email: joanne.wenzel@dca.ca.gov Website: http://www.bppe.ca.gov</p>	<p>Bureau for Private Postsecondary Education</p> <p>http://www.bppe.ca.gov/enforcement/complaint.shtml</p>
Colorado	CO	<p>Colorado Department of Higher Education Suite 1600 1560 Broadway Denver, CO 80202 Phone: (303) 866-2723 Fax: (303) 866-4266 Email: heather.delange@dhe.state.co.us Email: executivedirector@dhe.state.co.us Website: http://higherred.colorado.gov/</p>	<p>Colorado Department of Higher Education</p> <p>http://higherred.colorado.gov/Academics/Complaints/default.html</p>

Connecticut	CT	Department of Higher Education 61 Woodland Street Hartford, CT 06105-2326 Phone: (860) 947-1816 Fax: (860) 947-1310 Email: psantoro@ctdhe.org Website: http://www.ctohe.org/	Department of Higher Education http://www.ctohe.org/StudentsFamilies/StudentsFamilies.shtml
Delaware	DE	Delaware Higher Education Office Phone: (302) 735-4120 Toll-Free: (800) 292-7935 Fax: (302) 739-5894 Email: mlaffey@doe.k12.de.us Website: http://www.doe.k12.de.us/dhec/	Delaware Department of Education http://www.doe.k12.de.us/infosuites/students_family/dheo/contactus.shtml
District of Columbia	DC	Office of the State Superintendent of Education - Education Licensure Commission Phone: (202) 724-2095 Email: robin.jenkins@dc.gov Website: http://osse.dc.gov	Office of the State Superintendent of Education - Education Licensure Commission http://osse.dc.gov/service/parents-and-students-0
Florida	FL	Florida Department of Education Commission for Independent Education Sam Ferguson, Executive Director 325 W. Gaines Street, Suite 1414 Tallahassee, FL 32399-0400 Phone: (850) 245-3200 Email: susan.hood@fldoe.org or max.ketterman@fldoe.org or sam.ferguson@fldoe.org Website: http://www.fldoe.org/cie	Florida Department of Education Commission for Independent Education http://www.fldoe.org/cie/complaint.asp
Georgia	GA	Non-Public Postsecondary Education Commission 2082 East Exchange Place, Suite 220 Tucker, Georgia 30084-5305 Phone: (770) 414-3300 Phone: (770) 414-3208 Fax: (770) 414-3309 Email: ccam@npec.state.ga.us or billc@npec.state.ga.us Website: http://www.npec.org	Non-Public Postsecondary Education Commission http://www.npec.org/MainMenu.asp
Hawaii	HI	State Postsecondary Education Commission Office of the Board of Regents Room 209 2444 Dole Street Honolulu, HI 96822-2302 Phone: (808) 586-3230 Phone: (808) 956-8213 Fax: (808) 956-5158 Email: bor@hawaii.edu or ppang@hawaii.edu Website: http://www.hawaii.edu/offices/bor/	Department of Commerce and Consumer Affairs http://hawaii.gov/dcca/ocp/consumer_complaint
Idaho	ID	State Coordinator for Private Colleges and Proprietary Schools Phone: (208) 332-1587 Email: harv.lyter@osbe.idaho.gov Website: http://www.boardofed.idaho.gov/	Idaho State Board of Education http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp
Illinois	IL	Illinois Board of Higher Education Phone: (217) 557-7350 Phone: (217) 782-2551 Email: blankenberger@ibhe.org Email: info@ibhe.org Website: http://www.ibhe.org http://www.ibhe.org/Academic%20Affairs/distanceEd/default.htm	Illinois Board of Higher Education http://www.ibhe.org/consumerInfo/complaint.htm

Indiana	IN	Indiana Commission for Higher Education (CHE) Ken Sauer, Ph.D. Senior Associate Commissioner for Academic Affairs Suite 550 101 West Ohio Street Indianapolis, IN 46204-1984 Phone: (317) 464-4400 Fax: (317) 464-4410 Email: jennifers@che.in.gov or kens@che.in.gov Website: http://www.che.in.gov/	Indiana Commission for Higher Education http://www.in.gov/cpe/files/sf39280-complaint.pdf
Iowa	IA	Iowa College Student Aid Commission Fourth Floor 200 10th Street Des Moines, IA 50309 Phone: (515) 725-3413 Phone: (515) 725-3400 Fax: (515) 725-3401 Email: Carolyn.small@iowa.gov Email: info@iowacollegeaid.org or keith.greiner@iowa.gov Website: http://www.iowacollegeaid.gov/	Iowa College Student Aid Commission http://www.iowacollegeaid.gov/constituentrequest.asp
Kansas	KS	Kansas Board of Regents Curtis State Office Building Suite 520 1000 SW Jackson Street Topeka, KS 66612-1368 Phone: (785) 296-4917 Phone: (785) 296-1529 Phone: (785) 296-3421 Fax: (785) 296-0983 Email: jjohnson@ksbor.org or cpuderbaugh@ksbor.org Email: chaugness@ksbor.org or kgeier@ksbor.org Website: http://www.kansasregents.org/	Kansas Board of Regents If a complaint is not resolved at the institutional level, Kansas students may contact the Kansas Board of Regents (KBOR). KBOR's process can be reviewed at http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process
Kentucky	KY	Kentucky Council on Postsecondary Education 1024 Capital Center Drive, Suite 320 Frankfort, Kentucky 40601 Phone: (502) 573-1555, ext. 350 Fax: (502) 573-1535 Email: sarah.levy@ky.gov Email: https://cpe.custhelp.com/app/ask Website: http://cpe.ky.gov/institutions/	Kentucky Council on Postsecondary Education http://cpe.ky.gov/policies/academicpolicies/licensure.htm
Louisiana	LA	Louisiana Board of Regents Dr. Larry Tremblay, Deputy Commissioner for Planning, Research and Academic Affairs 1201 N. Third Street, Suite 6-200 Baton Rouge, LA 70802 Phone: (225) 342-4253 Email: larry.tremblay@la.gov Website: http://regents.state.la.us	Louisiana Board of Regents http://www.regents.doa.louisiana.gov/index.cfm?md=pagebuilder&tmp=home&pid=21&pnid=0&nid=7
Maine	ME	Maine Department of Education Phone: (207) 624-6846 Email: harry.osgood@maine.gov Website: http://www.maine.gov/education/highered/DegGrant/DegGrantAuth.htm	Maine Department of Education http://www.maine.gov/education/highered/Contact/Contact.htm
Maryland	MD	Maryland Higher Education Commission 6 North Liberty Street, 10th Floor Baltimore, Maryland 21201 <u>MHEC Academic Affairs Phone: 410-767-3301</u> <u>MHEC web address: http://mhec.maryland.gov/Pages/default.aspx</u> <u>Out-of-State online registration email address: onlinereg@mhec.maryland.gov</u>	<u>Complaint:</u> Maryland Attorney General Consumer Protection Division Office of the Attorney General 200 Saint Paul Place Baltimore, Maryland 21202 Telephone: 410-528-8662 More information is available at: http://www.oag.state.md.us/Consumer/complaint.htm

Massachusetts	MA	Board of Higher Education Room 1401 One Ashburton Place Boston, MA 02108-1696 Phone: (617) 994-6922 Phone: (617) 994-6937 Phone: (617) 994-6950 Fax: (617) 727-6397 Email: shelleytinkham@bhe.mass.edu Email: fpurcell@bhe.mass.edu or cmccurdy@osfa.mass.edu or eavery@bhe.mass.edu Website: http://www.mass.edu/	Massachusetts Board of Higher Education <a href="http://www.mass.edu/fo
rstudents/complaints/co
mplaints.asp">http://www.mass.edu/fo rstudents/complaints/co mplaints.asp
Michigan	MI	Michael Beamish, Postsecondary Education Manager Michigan Department of Energy, Labor & Economic Growth Bureau of Workforce Transformation Lifelong Learning Division 201 North Washington Square, 2nd Floor Lansing, MI 48913 (48933) Phone: (517) 241-6806 Email: beamshm@michigan.gov Website: http://www.michigan.gov	Department of Labor and Economic Growth Office of Postsecondary Services, Proprietary School Unit <a href="http://www.michiganps.n
et/complaint.aspx">http://www.michiganps.n et/complaint.aspx
Minnesota	MN	Minnesota Office of Higher Education Suite 350 1450 Energy Park Drive St. Paul, MN 55108-5227 Phone: (651) 259-3976 Phone: (651) 259-3901 Toll-Free: (800) 657-3866 Fax: (651) 642-0675 Email: brian.geraghty@state.mn.us or goerge.roedler@state.mn.us Email: karen.buehre@state.mn.us or barb.schlaefer@state.mn.us Website: http://www.ohe.state.mn.us/	Minnesota Office of Higher Education <a href="http://www.ohe.state.m
n.us/mPg.cfm?pageID=10
78">http://www.ohe.state.m n.us/mPg.cfm?pageID=10 78
Mississippi	MS	Mississippi Commission on College Accreditation 3825 Ridgewood Road Jackson, MS 39213 Phone: (601) 432-6372 Email: mdykes@ihl.state.ms.us Website: http://www.mississippi.edu/mcca/ Commission on Proprietary School and College Registration Email: kverneuille@mccb.edu Website: http://www.sbcjc.cc.ms.us/program/psDefault.aspx	Mississippi Commission on College Accreditation <a href="http://www.mississippi.edu/
mcca/">http://www.mississippi.edu/ mcca/
Missouri	MO	Missouri Department of Higher Education 3515 Amazonas Drive Jefferson City, MO 65109 Phone: (573) 751-2361 Toll-Free: (800) 473-6757 Fax: (573) 751-6635 Email: leroy.wade@dhe.mo.gov Email: info@dhe.mo.gov Website: http://www.dhe.mo.gov/	Missouri Department of Higher Education <a href="http://www.dhe.mo.gov/doc
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reviseddraft.pdf">http://www.dhe.mo.gov/doc uments/POLICYONCOMPLAI NTRESOLUTION- reviseddraft.pdf
Montana	MT	Montana University System, Montana Board of Regents 2500 Broadway P.O. Box 203201 Helena, MT 59620-3201 Phone: (406) 444-0311 Phone: (406) 444-6570 Fax: (406) 444-1469 Email: tqibson@montana.edu or lybrown@montana.edu or sstearns@montana.edu Website: http://www.mus.edu/	Montana University System, Montana Board of Regents <a href="http://www.mus.edu/con
tacts.asp">http://www.mus.edu/con tacts.asp
Nebraska	NE	Nebraska Department of Education Private Postsecondary Career Schools Phone: (402) 471-4825 Email: carol.grell@nebraska.gov Website: http://www.education.ne.gov/PPCS/	Nebraska Department of Education Private Postsecondary Career Schools

			http://www.education.nv.gov/PPCS/PPCS%20Forms.html
Nevada	NV	Nevada Commission on Postsecondary Education Phone: (702) 486-7330 Email: dperلمان@cpe.state.nv.us or tbreen@cpe.state.nv.us Website: http://www.cpe.state.nv.us	Nevada Commission on Postsecondary Education http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm
New Hampshire	NH	New Hampshire Department of Education Division of Higher Education and Higher Education Commission Phone: (603) 271-0257 Phone: (603) 271-2555 Email: patricia.edes@doe.nh.gov Website: http://www.education.nh.gov/highered/colleges/index.htm	New Hampshire Department of Education Division of Higher Education and Higher Education Commission http://www.education.nh.gov/highered/colleges/index.htm
New Jersey	NJ	New Jersey Commission on Higher Education 20 West State Street P.O. Box 542 Trenton, NJ 08625-0542 Phone: (609) 292-4310 Phone: (609) 292-2955 Fax: (609) 292-7225 Email: valerie.giraldi@che.state.nj.us or marguerite.beardsley@che.state.nj.us Website: http://www.state.nj.us/highereducation/index.htm	New Jersey Commission on Higher Education http://www.nj.gov/highereducation/about/Feedback.htm
New Mexico	NM	New Mexico Higher Education Department 1068 Cerrillos Road Santa Fe, NM 87505-1650 Phone: (505) 476-8442 Phone: (505) 476-8400 Toll-Free: (800) 279-9777 Fax: (505) 476-8453 TTY: (800) 659-8331 Email: stephanie.ellis@statenm.us or highered@state.nm.us or carlottam.abeyta@state.nm.us Website: http://hed.state.nm.us/	New Mexico Higher Education Department http://www.hed.state.nm.us/Complaint_3.aspx
New York	NY	Bureau of Proprietary School Supervision (BPSS) Phone: (518) 474-3969 Email: mborden@mail.nysed.gov Office of College and University Evaluation (OCUE) New York State Department of Education Ellen Zunon 5 North Mezzanine Albany, NY 12234 Phone: (518) 474-2593 Email: ezunon@mail.nysed.gov or bmeiner@mail.nysed.gov Website: http://www.highered.nysed.gov/ocue/ded/policies.html	Bureau of Proprietary School Supervision (BPSS) http://www.acces.nysed.gov/bpss/students/documents/ComplaintForm.pdf Office of College and University Evaluation (OCUE) New York State Department of Education http://www.highered.nysed.gov/ocue/spr/COMPLAINFORMINFO.html
North Carolina	NC	University of North Carolina Board of Governors	University of North Carolina Board of Governors

		<p>Maggie Ryan, Assistant Director of Licensure and Workforce Studies University of North Carolina General Administration 910 Raleigh Road Chapel Hill, NC 27514 Phone: (919) 962-4558 Email: mryan@northcarolina.edu Website: http://www.cfnc.org/ http://www.northcarolina.edu/aa_planning/licensure/index.htm</p>	<p>http://www.northcarolina.edu/search.php?q%5Btext%5D=complaint&q%5Bjs%5D=1</p>
North Dakota	ND	<p>North Dakota University System 10th Floor, State Capitol 600 East Boulevard Ave, Dept. 215 Bismarck, ND 58505-0230 Phone: 701-328-2960 Fax: 701-328-2961 Email: ndus.office@ndus.edu Email: cte@nd.gov Website: http://www.nd.gov/cte/ Website: http://www.ndus.edu/</p>	<p>North Dakota University System http://www.ndus.edu/makers/procedures/ndus/default.asp?PID=465&SID=57</p>
Ohio	OH	<p>Ohio State Board of Career Colleges and Schools 36th Floor 30 East Broad Street Columbus, OH 43215 Phone: (614) 466-7802 Phone: (614) 466-2752 Fax: (614) 466-2219 Email: john.ware@scr.state.oh.us or bpsr@scr.state.oh.us Website: http://scr.ohio.gov</p>	<p>Ohio State Board of Career Colleges and Schools http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx</p>
Oklahoma	OK	<p>Oklahoma State Regents for Higher Education Suite 200 655 Research Parkway Oklahoma City, OK 73104 Phone: (405) 225-9100 Toll-Free: (800) 858-1840 Fax: (405) 225-9230 Email: gwekke@osrhe.edu or communicationsdepartment@osrhe.edu or rrichardson@osrhe.edu Website: http://www.okhighered.org/</p>	<p>Oklahoma State Regents for Higher Education http://www.okhighered.org/current-college-students/complaints.shtml</p>
Oregon	OR	<p>Oregon Department of Education Phone: (503) 947-5600 Website: http://www.ode.state.or.us/home/</p>	<p>Oregon Department of Education http://www.ode.state.or.us/search/page/?id=325</p>
Pennsylvania	PA	<p>Pennsylvania Department of Education 12th Floor 333 Market Street Harrisburg, PA 17126-0333 Phone: (717) 787-5041 Fax: (717) 772-3622 TTY: (717) 783-8445 Email: ra-collunivseminfo@state.pa.us or plandis@pa.gov Website:</p>	<p>Pennsylvania Department of Education http://www.portal.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474</p>
Rhode Island	RI	<p>Rhode Island Board of Governors for Higher Education Phone: (401) 456-6010 Fax: (401) 456-6028 Email: dvellettri@ribghe.org Website: http://www.ribghe.org</p>	<p>Rhode Island Board of Governors for Higher Education http://www.ribghe.org/students.htm</p>
South Carolina	SC	<p>South Carolina Commission on Higher Education Suite 200 1333 Main Street Columbia, SC 29201 Phone: (803) 737-2281</p>	<p>South Carolina Commission on Higher Education http://www.che.sc.gov/AcademicAffairs/License/C</p>

		Phone: (803) 737-2260 Email: reshleman@che.sc.gov or cbrown@che.sc.gov or frontdesk@che.sc.gov Website: http://www.che.sc.gov/	omplaint procedures and form.pdf
South Dakota	SD	South Dakota Board of Regents Suite 200 306 East Capitol Avenue Pierre, SD 57501-2545 Phone: (605) 773-3455 Fax: (605) 773-5320 Email: paulg@ris.sdbor.edu or jim.shekleton@sdbor.edu or info@sdbor.edu or maryt@sdbor.edu Website: http://www.sdbor.edu/	South Dakota Board of Regents http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx
Tennessee	TN	Tennessee Higher Education Commission Division of Postsecondary School Authorization (DPSA) Parkway Towers Suite 1900 404 James Robertson Parkway Nashville, TN 37243-0830 Phone: (615) 741-5293 Phone: (615) 253-8857 Phone: (615) 253-8874 Phone: (615) 741-3605 Fax: (615) 741-6230 Email: Stephanie.bellard@tn.gov or Julie.woodruff@tn.gov Nicholas.cook@tn.gov or Lovella.carter@tn.gov Website: http://www.state.tn.us/thec/	Tennessee Higher Education Commission http://tn.gov/thec/Divisions/LRA/PostsecondaryAuth/psa.html
Texas	TX	Texas Higher Education Coordinating Board 1200 E. Anderson Lane Austin, TX 78752 Phone (512) 427-6223 Phone: (512) 427-6101 Fax: (512) 427-6127 Website: http://www.thecb.state.tx.us/	Texas Higher Education Coordinating Board Student Complaints page http://www.thecb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D Title 19 of the Texas Administrative Code, Sections 1.110-1.120: http://info.sos.state.tx.us/pls/pub/readtac\$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y
Utah	UT	Utah Division of Consumer Protection 160 East 300 South, 2nd Floor P.O. Box 146704 Salt lake City, Utah 84114-6704 Phone: 801.530.6601 Fax: 801-530-6001 Email: consumerprotection@utah.gov Website: http://consumerprotection.utah.gov/complaints/index.html BS Nursing student complaints: Utah Division of Occupational and Professional Licensing: Phone: 801-530-6630 Email: DOPL@utah.gov Website: http://www.dopl.utah.gov/investigations/complaint.html	Utah Division of Consumer Protection http://consumerprotection.utah.gov/complaints/index.html BS Nursing student complaints: Utah Division of Occupational and Professional Licensing: http://www.dopl.utah.gov/investigations/complaint.html
Vermont	VT	Vermont Department of Education 120 State Street Montpelier, VT 05620 Phone: (802) 828-5402 Email: cathy.hilgendorf@state.vt.us Website: http://www.education.vermont.gov/new/html/mainboard.html	Vermont Department of Education http://education.vermont.gov/new/pdfdoc/pgm_postsecondary/EDU-Complaint_Resolution_Statement_for_Postsecond

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Virginia	VA	State Council of Higher Education for Virginia Private and Out-of-State Postsecondary Education James Monroe Building Ninth Floor 101 North 14th Street Richmond, VA 23219 Phone: (804) 371-2938 Email: lindawoodley@schev.edu or KirstenNelson@schev.edu or todmassa@schev.edu Website: http://www.schev.edu/	State Council of Higher Education for Virginia http://www.schev.edu/students/studentcomplaint.asp
Washington	WA	Washington Student Achievement Council P.O. Box 43430 917 Lakeridge Way Olympia, WA 98504-3430 Phone: (360) 753-7866 Phone: (360) 753-7869 Phone: (360) 753-7800 Fax: (360) 753-7808 Email: michaelb@hecb.wa.gov or kareno@hecb.wa.gov or info@hecb.wa.gov or belmav@hecb.wa.gov Website: http://www.hecb.wa.gov/	Washington Student Achievement Council http://www.wtb.wa.gov/ PCS Complaints.asp
West Virginia	WV	West Virginia Higher Education Policy Commission 1018 Kanawha Boulevard East Suite 700 Charleston, WV 25301 Phone (304) 558-0262 Phone: (304) 558-0699 Fax: (304) 558-1011 Email: stotler@hepc.wvnet.edu or schumaker@hepc.wvnet.edu or noland@hepc.wvnet.edu Website: http://www.hepc.wvnet.edu	West Virginia Higher Education Policy Commission http://wvhepcnew.wvnet .edu/index.php?option=c om_content&task=view& id=224&Itemid=0
Wisconsin	WI	Wisconsin Educational Approval Board (EAB) Phone: (608)267-7733 Email: david.dies@eab.state.wi.us Website: http://www.heab.state.wi.us/	Wisconsin Educational Approval Board (EAB) http://eab.state.wi.us/res ources/complaint.asp
Wyoming	WY	Wyoming Department of Education 2300 Capitol Avenue Hathaway Building, 2 nd Floor Cheyenne, WY 82002-0050 Phone: (307) 777-6210 Email: Elaine.marces@wyo.gov Website: http://www.edu.wyoming.gov	Wyoming Department of Education http://edu.wyoming.gov/ ContactUs.aspx