

Michigan Community College Virtual Learning Collaborative

Student Grievance Contact by Individual State

Alabama

Alabama Commission on Higher Education
Telephone: (334) 242-1998
Fax: (334) 242-0268
[Alabama Student Grievance Procedure](#)

Complaints for out-of-state institutions are referred to the Alabama Department of Postsecondary Education (ADPE) for response. Please see the ADPE link below. For in-state institutions, contacts are posted to the ACHE

Alaska

Alaska Commission on Postsecondary Education
Telephone: (907) 465-2962
Fax: (907) 465-5316
[Alaska Student Grievance Procedure](#)

The Alaska Commission on Postsecondary Education (ACPE) processes complaints alleging violations of state institutional authorization law relative to postsecondary institutions or programs in Alaska. The complaint investigation process is described in [AS 14.48.130](#) and [20 AAC 17.130-145](#). Students are encouraged to pursue the complaint process at their institutions prior to contacting ACPE. To request a complaint form, please send an email to: EED.ACPEIA@alaska.gov. For questions or assistance relative to complaints please contact: Jo Anne Hayden, Program Coordinator for Institutional Authorization (907-465-6741) or at EED.ACPEIA@alaska.gov.

Arizona

Arizona State Board for Private Postsecondary Education
Telephone: (602) 542-5709
Fax: (602) 542-1253
[Arizona Student Grievance Procedure](#)

Arkansas

Arkansas Department of Higher Education

Telephone: (501) 371-2000

Email: ADHE_Info@adhe.edu

[Arkansas Student Grievance Procedure](#)

ADHE requires the certified institution to make a decision on the student grievance following the institution's public policy. Inquiries into student grievances must be limited to AHECB certified (under Arkansas Code §6-61-301) courses/degree programs and institutions and to matters related to the criteria for certification. Within 20 days of completing the institution's grievance procedures, the student may file the complaint in writing with the ICAC Coordinator, Arkansas Department of Higher Education, 114 East Capitol, Little Rock, AR 72201. The grievant must provide a statement from the institution verifying that the institution's appeal process has been followed. ADHE will notify the institution of the grievance within 15 days of the filing. Within 10 days after ADHE notification, the institution must submit a written response to ADHE. Other action may be taken by ADHE as needed.

If students believe that their rights have been violated, we always suggest they first seek to resolve the problem by following the school's complaint process. Next, meet with the School Administrator and discuss their concerns with him/her. If the problem is not solved at the school level, the student may then contact us at (501) 683-8000.

California

Bureau for Private Postsecondary Education

Telephone: (916) 431-6959

Fax: (916) 263-1895

[California Student Grievance Procedure](#)

Colorado

Bureau for Private Postsecondary Education

Telephone: (916) 431-6959

Fax: (916) 263-1895

[Colorado Student Grievance Procedure](#)

Connecticut

Connecticut Board of Regents for Higher Education

Telephone: (860)947-1801

Email: webmaster@ctdhe.org

[Connecticut Student Grievance Procedure](#)

For degree granting institutions, students should contact the Office of Financial and Academic Affairs for Higher Education at 860-947-1822 for specific instructions.

Delaware

Delaware Department of Education

Telephone: (302) 735-4000

Fax: (302) 739-4654

[Delaware Student Grievance Procedure](#)

The Delaware Department of Education will investigate complaints. Such complaints must be in writing and verified by the signature of the person making the complaint. Oral, anonymous or unsigned complaints will not be investigated. Until the web site is functional, please write or call for more information. The Delaware Department of Education; Teacher and Administrator Quality; John W. Collette Resource Center; 35 Commerce Way; Dover, DE 19904. The Delaware Department of Education phone number is 302-857-3388.

Florida

Florida Department of Education

Telephone: (850) 245-0505

Fax: (850) 245-9667

[Florida Student Grievance Procedure](#)

Georgia

Nonpublic Postsecondary Education Commission

Telephone: 770-414-3300

Fax: 770-414-3309

[Georgia Student Grievance Procedure](#)

Hawaii

Department of Commerce and Consumer Affairs

Telephone: (808) 933-0910

Fax: (808) 933-8845

[Hawaii Student Grievance Procedure](#)

Idaho

Idaho Board of Education

Telephone: (208) 334-2270

Fax: (208) 334-2632

[Idaho Student Grievance Procedure](#)

Complaint process described in Admin Rule (July 1, 2011) section 500. Forms and instructions available upon request from the State Coordinator for Private Colleges & Proprietary Schools. For more information, please contact the Office of the Idaho State Board of Education (Main Office: 208-334-2270).

Illinois **Illinois Board of Higher Education**
Telephone: (217) 782-2551
Fax: (217) 782-8548
[Illinois Student Grievance Procedure](#)

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. Complaint processing as relates to maintenance of institutional approvals is described in 23 Illinois Administrative Rules Sections 1030.70 and 1030.80.

Indiana **Indiana Commission on Proprietary Education**
Telephone: (317) 232-1320
Fax: (317) 233-4219
[Indiana Student Grievance Procedure](#)

Iowa **Iowa College Student Aid Commission**
Telephone: (515) 725-3400
Fax: (515) 725-3401
[Iowa Student Grievance Procedure](#)

Kansas **Kansas Board of Regents**
Telephone: (785) 296-4917
Fax: (785) 296-7052
[Kansas Student Grievance Procedure](#)

Kentucky **Kentucky Council on Postsecondary Education**
Telephone: (502) 573-1555
Fax: (502) 573-1535
[Kentucky Student Grievance Procedure](#)

Louisiana **Louisiana Board of Regents**
Telephone: (225) 342-4253
Fax: (225) 342-9318
[Louisiana Student Grievance Procedure](#)

Maine	Maine Department of Education Telephone: (207) 624-6600 Fax: (207) 624-6700 Maine Student Grievance Procedure	Complaints shall be addressed in writing to the Maine Department of Education, Office of Higher Education, Augusta, Maine, 04333, with specific facts and allegations and signed by the complainant. The school shall be notified of any complaints which are to be investigated.
Maryland	Maryland Higher Education Commission Telephone: (410) 260-4500 Fax: (800) 974-0203 Maryland Student Grievance Procedure	Individuals who wish to submit a complaint may use the following contact information: Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202.
Massachusetts	Massachusetts Board of Higher Education Telephone: (617) 994-6950 Fax: (617) 727-0955 Massachusetts Student Grievance Procedure	
Michigan	Michigan Department of Energy, Labor & Economic Growth Telephone: (517) 373-1820 Fax: (517) 373-2129 Michigan Student Grievance Procedure	The Michigan Department of Licensing & Regulatory Affairs addresses complaints involving proprietary schools in Michigan. Complaints involving public university consumer protection violations may be directed to: Office of the Attorney General of the State of Michigan; Consumer Protection Division; P.O. Box 30213; Lansing, MI 48909-7713.
Minnesota	Minnesota Office of Higher Education Telephone: (651) 642-0567 Fax: (651) 642-0675 Minnesota Student Grievance Procedure	
Mississippi	Mississippi Commission on College Accreditation Telephone: (601) 432-6372 Fax: (601) 432-6225 Mississippi Student Grievance Procedure	

Missouri

Missouri Department of Higher Education

Telephone: (573) 751-2361

Fax: (573) 751-6635

[Missouri Student Grievance Procedure](#)

Montana

Montana University System, Montana Board of Regents

Telephone: (406) 444-6570

Email: emorrison@montana.edu

[Montana Student Grievance Procedure](#)

Nebraska

Nebraska Coordinating Commission for Postsecondary Education

Telephone: (402) 471-2847

Fax: (402) 471-2886

[Nebraska Student Grievance Procedure](#)

The policies regarding student complaints are listed on our website with a notation that they are not final. The Coordinating Commission for Postsecondary Education (CCPE) intends to have a section on the website that walks students through the process; in the meanwhile, please call our office at 402-471-0030. Please note that institutions offering courses or programs that are exclusively online are not required to seek authorization from CCPE. If students have complaints about such institutions, we refer them to the home state of the institution or the Nebraska Attorney General's Consumer Protection Division at: http://www.ago.ne.gov/consumer_protection

Nevada

Nevada Commission on Postsecondary Education

Telephone: (702) 486-7330

Fax: (702) 486-7340

[Nevada Student Grievance Procedure](#)

New Hampshire

New Hampshire Postsecondary Education Commission

Telephone: (603) 271-3494

Email: patricia.moquin@pec.state.nh.us

[New Hampshire Student Grievance Procedure](#)

New Jersey

New Jersey Commission on Higher Education

Telephone: 1 (609) 588-3226

Email: nj_che@che.state.nj.us

[New Jersey Student Grievance Procedure](#)

New Mexico

New Mexico Higher Education Department

Telephone: (505) 476-8400

Fax: (505) 476-8453

[New Mexico Student Grievance Procedure](#)

New York

Office of College and University Evaluation

Telephone: (518) 474-2593

Fax: (518) 486-2779

[New York Student Grievance Procedure](#)

North Carolina

**North Carolina Community College System,
Office of Proprietary School Services**

Telephone: (919) 807-7146

Fax: (919) 807-7164

[North Carolina Student Grievance Procedure](#)

North Dakota

**North Dakota State Board for Career and
Technical Education**

Telephone: (701) 328-3180

Fax: (701) 328-1255

[North Dakota Student Grievance Procedure](#)

Currently complaints are filed with the North Dakota Department of Career and Technical Education (CTE) and are then handed to the Attorney General. That policy is currently under review and revision. Please call CTE at 701-328-2678 for more information.

Ohio

**Ohio State Board of Career Colleges and
Schools**

Telephone: (614) 466-2752

Fax: (614) 466-2219

[Ohio Student Grievance Procedure](#)

The agency does receive student complaints. Students are encouraged to try to resolve their issue through their institution's formal grievance procedures. If the student's issue is not resolved through this process, the Ohio Board of Regents may then contact the institution on the student's behalf and request that institution work with the student to resolve the issue. If the grievance involves an issue that violates the agency's standards for authorization, the

agency would contact the institution to determine the severity of the issue and what agency action would be taken. Please call the Ohio Board of Regents at 614-387-1215 for more information.

Oklahoma

Oklahoma State Regents for Higher Education

Telephone: (405) 225-9100

Email: communicationsdepartment@osrhe.edu

[Oklahoma Student Grievance Procedure](#)

Current and prospective student complaints are handled through the Oklahoma State Regents for Higher Education (OSRHE) Academic Affairs Office by reviewing the circumstances of the complaint and providing the individual with contact information for the most appropriate campus office with the authority to resolve the complaint. If the individual has exhausted the process for review and appeal at the institution and believes the complaint is unresolved, OSRHE staff requests permission to contact the institution on the student's behalf to identify any possible resolution. OSRHE staff remains in contact with the student to determine if the issue has been resolved or adequately addressed. Please call OSRHE at 405-225-9100 for more information.

Oregon

Department of Education - Private and Career Schools Office

Telephone: (503) 947-5600

Fax: (503) 378-5156

[Oregon Student Grievance Procedure](#)

All complaints about schools under our regulatory jurisdiction or an exempt status approved by this office are handled by Office of Degree Authorization (ODA) staff. Complaints about exempt schools are referred to the Attorney General's office. Please call ODA for more information at 541-687-7478.

Pennsylvania

Pennsylvania Department of Education, Division of Program Services

Telephone: (717) 783-6137

Fax: (717) 783-6139

[Pennsylvania Student Grievance Procedure](#)

Puerto Rico

Puerto Rico Council on Higher Education

Telephone: (787) 641-7100

Fax: (787) 641-2573

[Puerto Rico Student Grievance Procedure](#)

Rhode Island

Rhode Island Board of Governors for Higher Education

Telephone: (401) 456-6008

Email: dgrossman-garber@ribghe.org

[Rhode Island Student Grievance Procedure](#)

South Carolina

South Carolina Commission on Higher Education

Telephone: (803) 737-2260

Fax: (803) 737-2297

[South Carolina Student Grievance Procedure](#)

South Dakota

South Dakota Board of Regents

Telephone: (803) 737-2260

Fax: (803) 737-2297

[South Dakota Student Grievance Procedure](#)

Tennessee

Tennessee Higher Education Commission

Telephone: (615) 741-3605

Fax: (615)741-6230

[Tennessee Student Grievance Procedure](#)

Texas

Texas Higher Education Coordinating Board

Telephone: (512) 427-6101

[Texas Student Grievance Procedure](#)

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 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

Telephone: (801) 530-6601

Fax: (801) 530-6001

[Utah Student Grievance Procedure](#)

Vermont

Vermont State Board of Education

Telephone: (802) 828-3135

Email: DOE-EdInfo@state.vt.us

[Vermont Student Grievance Procedure](#)

We encourage you to work directly with your institution to satisfy complaints. In most cases, that is the only appropriate avenue for you to pursue. If you believe you have exhausted avenues listed above and those listed in the attached PDF and have a valid complaint about a violation, you may send it to the Vermont Department of Education in writing at 120 State Street, Montpelier, VT 05620-2501. All complaints should be specific in describing the nature of the complaint and relevant information: the name of the parties involved, including witnesses, dates, the policy or procedure violated (if known), the course/program, the name of the institution, and complete contact information. In addition, please include any supporting material that substantiates your complaint, including correspondence with the school about the issue.

Virginia

**Private & Out-of-State Postsecondary
Education, State Council of Higher Education
for Virginia**

Telephone: (804) 371-2285

Fax: (804) 225-2604

[Virginia Student Grievance Procedure](#)

Washington

**Washington Higher Education Coordinating
Board**

Telephone: (360) 753-7869

Email: DAinfo@hecb.wa.gov

[Washington Student Grievance Procedure](#)

Students may submit a formal complaint to the Washington Student Achievement Council, provided it is against an institution authorized by the Washington Student Achievement Council and is within one year of the last date of attendance. For more information, please contact the Washington Student Achievement Council at 360-753-7800.

Washington DC

**Washington DC – Education Licensure
Commission**

Telephone: (202) 442-4343

Alternative Telephone: (202) 442-4465

[Washington DC Student Grievance Procedure](#)

West Virginia

**West Virginia Higher Education Policy
Commission**

Telephone: (304) 558-4016

Email: canderson@hepc.wvnet.edu

[West Virginia Student Grievance Procedure](#)

Wisconsin

Wisconsin Educational Approval Board

Telephone: (608) 266-1996

Fax: (608) 264-8477

[Wisconsin Student Grievance Procedure](#)

Wyoming

Wyoming Department of Education

Telephone: (307) 777-5712

Email: samantha.mills@wyo.gov

[Wyoming Student Grievance Procedure](#)

Education contacts the institution to ensure that the institution is compliant with Wyoming State law. For complaints not related to authorization, the complainant is encouraged to try to resolve the issue through their institution's formal grievance procedures. Depending on the nature of the complaint, the complainant may also be referred to the Consumer Protection Division of the Wyoming Attorney General's Office. Please contact the Wyoming Department of Education at 307-777-6210.