

## **CONTACT INFORMATION FOR STUDENT COMPLAINT PROCESS**

### **ACCREDITING AGENCY**

The Higher Learning Commission  
230 South LaSalle Street, Suite 7-500  
Chicago, IL 60604  
[complaints@hlcommission.org](mailto:complaints@hlcommission.org)  
<http://www.hlcommission.org/>

### **HOME STATE\***

*\*Students enrolled from states that are members of the State Authorization Reciprocity Agreement (SARA) should use the contact information to file a complaint if they are unable to resolve a complaint through the University's formal complaint process. As of January 1, 2018, the following states are members of SARA: AL, AK, AZ, AR, CT, CO, DC, DE, FL, GA, HI, ID, IL, IN, IA, KS, KY, LA, ME, MD, MI, MN, MS, MO, MT, NC, NE, NV, NH, NM, ND, OH, OK, OR, PN, RI, SC, SD, TN, TX, UT, VT, VA, WA, WI, WV, WY.*

### **ILLINOIS**

Illinois Board of Higher Education  
1 N. Old State Capitol Plaza, Suite 333  
Springfield, IL 62701-1377  
Institutional Complaint Hotline: 217-557-7359  
Online Complaint System: <http://complaints.ibhe.org/>

### **GEORGIA**

#### **For Georgia residents only**

Georgia Nonpublic Postsecondary Education Commission  
2082 East Exchange Place, Suite 220  
Tucker, GA 30084-5305  
Online Complaint System: <http://gnpec.org/consumer-resources/gnpec-authorized-school-complainant-form/>

### **NON SARA STATE AGENCIES\***

*\*This list includes contact information for all states that have not entered into an agreement through the State Authorization Reciprocity Agreement (SARA), including the District of Columbia and Puerto Rico. It should not be construed as indicative of which agencies regulate the institution or in which states the institution is licensed or required to be licensed. States, through the relevant agencies or Attorney General Offices will accept complaints regardless of whether the institution is required to be licensed in that state. All complaints sent to a state not included in this list will be routed to the home state of the online campus as indicated above.*

### **CALIFORNIA**

California Bureau of Private Postsecondary Education  
P.O. Box 980818  
Sacramento, CA 95798-0818  
[bppe@dca.ca.gov](mailto:bppe@dca.ca.gov)  
[http://www.bppe.ca.gov/forms\\_pubs/complaint.pdf](http://www.bppe.ca.gov/forms_pubs/complaint.pdf)

### **MASSACHUSETTS**

Massachusetts Board of Higher Education One  
Ashburton Place, Room 1401 Boston, MA  
02108  
<http://www.mass.edu/forstudents/complaints/complaintprocess.asp>

Massachusetts Office of the Attorney General Public  
Inquiry and Assistance Center  
One Ashburton Place, 18<sup>th</sup> Floor Boston,  
MA 02108  
[https://www.eform.ago.state.ma.us/ago\\_eforms/forms/piac\\_ecomplaint.action](https://www.eform.ago.state.ma.us/ago_eforms/forms/piac_ecomplaint.action)

**PUERTO RICO**

Puerto Rico Council on Higher Education  
P.O. Box 1900  
San Juan, PR 00910-1900

Puerto Rico Department of Justice  
P.O. Box 9020192  
San Juan, PR 00902-0192