

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
<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, 2016, the following states are members of SARA: AL, AK, AZ, AR, CO, GA, ID, IL, IN, IA, KS, LA, ME, MD, MI, MN, MS, MO, MT, NE, NV, NH, NM, ND, OH, OK, OR, RI, SD, TN, TX, VT, VA, WA, 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
http://www.bppe.ca.gov/forms_pubs/complaint.pdf

CONNECTICUT

Connecticut Office of Higher Education
61 Woodland Street
Hartford, CT 06105-2326
edinfo@ctohe.org

Connecticut Department of Consumer Protection
165 Capitol Avenue, Room 110
Hartford, CT 06106

Dcp.frauds@ct.gov
http://www.ct.gov/dcp/lib/dcp/Consumer_Statement_CPFR-2.pdf

DELAWARE

Delaware Higher Education Office
Carvel State Office Building, 5th Floor
820 N. French Street
Wilmington, DE 19801-3509
dheo@doe.k12.de.us

Delaware Attorney General
Consumer Protection Wilmington:
820 N. French Street, 5th Floor
Wilmington, DE 19801
Consumer.protection@state.de.us
<http://attorneygeneral.delaware.gov/fraud/cpu/complaint.shtml>

DISTRICT OF COLUMBIA

District of Columbia Office of the State Superintendent of Education
Education Licensure Commission
810 First Street, NE, 9th Floor
Washington, DC 20002
<http://osse.dc.gov/service/education-licensure-commission-elc-public-complaints>

District of Columbia Office of the Attorney General
441 4th Street, NW
Washington, DC 20001
Oag@dc.gov

FLORIDA

Florida Commission on Independent Education
325 W. Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
cieinfo@fldoe.org
<http://www.fldoe.org/policy/cie/file-a-complaint.stml>

Florida Office of the Attorney General
PL-01 The Capitol
Tallahassee, FL 32399-1050
http://myfloridalegal.com/Contact.nsf/Contact?OpenForm&Section=Economic_Crimes

HAWAII

Hawaii State Board of Education
P.O. Box 2360
Honolulu, HI 96804
ocp@dcca.hawaii.gov
<http://cca.hawaii.gov/ocp/consumer-complaint/>

KENTUCKY

Kentucky Council on Postsecondary Education
1024 Capital Center Dr #320
Frankfort, KY 40601-7512
<http://www.lrc.ky.gov/kar/013/001/020.htm> (See Section 13)

Kentucky Commission on Proprietary Education
500 Metro Street, Capital Plaza Tower, Room 303

Frankfort, KY 40601

<http://educationcabinet.ky.gov/NR/rdonlyres/CDBBA760-41A5-47FE-933E-1E7DC18CD45C/0/FormtoFileaComplaint.pdf>

Office of the Attorney General

Capitol Suite 118

700 Capitol Avenue

Frankfort, KY 40601-3449

Consumer.protection@ag.ky.gov

<http://www.ag.ky.gov/civil/consumerprotection/complaints/pages/forms.aspx>

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, 18th Floor

Boston, MA 02108

https://www.eform.ago.state.ma.us/ago_eforms/forms/piac_ecomplaint.action

NEW JERSEY

New Jersey Commission on Higher Education

P.O. Box 542

Trenton, NJ 08625

njhe@njhe.state.nj.us

<http://www.state.nj.us/bpu/assistance/complaints/>

New Jersey Department of Labor & Workforce Development

Division of One-Stop Coordination and Support

Office of Oversight and Compliance

Attn: Rosemarie E. Hufner – Supervisor

P.O. Box 055

Trenton, NJ 08625-0055

http://wd.dol.state.nj.us/labor/forms_pdfs/edutrain/Conflict%20Resolution%20Questionnaire.pdf

New Jersey Division of Consumer Affairs

P.O. Box 45025

Newark, NJ 07101

<http://www.nj.gov/oag/ca/complaint/ocp.pdf>

NEW YORK

New York State Education Department

Office of College and University Evaluation

EBA Room 969

89 Washington Avenue

Albany, NY 12234

<http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

New York Bureau of Proprietary School Supervision

New York State Education Department

Investigations and Audit Unit

116 West 32nd Street, 5th Floor

New York, NY 10001

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<http://www.acces.nysed.gov/bpss/students/documents/ComplaintForm.pdf>

New York State Department of State Division of Consumer Protection Consumer Assistance Unit
5 Empire State Plaza – Suite 2101

Albany, NY 12223-1556

<https://www.dos.ny.gov/consumerprotection/form/complaintform.asp>

NORTH CAROLINA

North Carolina Community College System Office of Proprietary Schools
200 West Jones St.

Raleigh, NC 27603

http://son2.nccommunitycolleges.edu/Proprietary_Schools/complaints.htm

North Carolina Consumer Protection

Attorney General's Office

Mail Service Center 9001

Raleigh, NC 27699-9001

<http://www.ncdoj.gov/getdoc/59be4357-41f377-b10f-3e8bd532da5f/Complaint-Form.aspx>

PENNSYLVANIA

Pennsylvania Department of Education

333 Market Street, 9th Floor

Harrisburg, PA 17126-0333

http://www.portal.state.pa.us/portal/server.pt/community/guidelines_policies_complaint_forms_reports_and_related_documents_/8850/educator_complaint_form/529194

Office of the Attorney General

Bureau of Consumer Protection

15th Floor, Strawberry Square

Harrisburg, PA 17120

<https://www.attorneygeneral.gov/SplashPage.aspx>

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

SOUTH CAROLINA

South Carolina Commission on Higher Education

Academic Affairs

1122 Lady Street, Suite 300

Columbia, SC 29201

http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf

UTAH

Utah Division of Consumer Protection

160 East 300 South

Salt Lake City, UT 84111

consumerprotection@utah.gov

<http://consumerprotection.utah.gov/complaints/index.html>

WISCONSIN

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Wisconsin Educational Approval Board
201 W. Washington Ave, 3rd Floor
Madison, WI 53703
Eabmail@eab.wisconsin.gov
<http://eab.state.wi.us/resources/complaint.asp>

Wisconsin Office of the Attorney General
Department of Agriculture, Trade and Consumer Protection
P.O. Box 8911
Madison, WI 53708-8911
<http://datcpservices.wisconsin.gov/consumercomplaints/CPCComplaintForm.jsp>