

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 Prip \(z\)14iw ah3ePost-Secondary Educa](#)
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.colostate.edu).

Connecticut

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

- To file a complaint with the state, contact:

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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.

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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.](#)

Louisiana

State Regulatory Authorization Status: N/A

SARA Authorization Status: Authorized

State Student Complaint Information:

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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
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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

<p>SARA Authorization Status: Authorized</p> <p>State Student Complaint Information:</p> <ul style="list-style-type: none"> To file a complaint with the state, contact the Rhode Island Board of Governors for Higher Education.
<p>South Carolina</p> <p>State Regulatory Authorization Status: N/A</p> <p>SARA Authorization Status: Authorized</p> <p>State Student Complaint Information:</p> <ul style="list-style-type: none"> To file a complaint with the state, see the South Carolina Complaint Procedure form.
<p>South Dakota</p> <p>State Regulatory Authorization Status: N/A</p> <p>SARA Authorization Status: Authorized</p> <p>State Student Complaint Information:</p> <ul style="list-style-type: none"> The South Dakota Board of Regents does not receive student complaints; direct all complaints to the South Dakota Office of Attorney General.
<p>Tennessee</p> <p>State Regulatory Authorization Status: N/A</p> <p>SARA Authorization Status: Authorized</p> <p>State Student Complaint Information:</p> <ul style="list-style-type: none"> 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.
<p>Texas</p> <p>State Regulatory Authorization Status: Authorized for all physical locations</p> <p>SARA Authorization Status: Authorized</p> <p>State Student Complaint Information:</p> <ul style="list-style-type: none"> 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 7HJDV +LJKHU (GXFDWLRQ &RRUGLQD Rules governing student complaints can be found in Title 19 of the Texas Administrative Code, Sections 1.110-1.120
<p>Utah</p>

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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/>