

# State Contact Information for Student Complaints / Grievances

Each location is licensed in the state in which it is located as well as additional states as applicable. Students may choose to file a complaint with their state agency. Students must contact their respective agencies directly for further details.

## Arizona

If a student has a complaint against the school and exhausts all available grievance procedures, including all appeals established by the school, the student may file a written complaint with the Arizona State Board of Private Postsecondary Education. For more information, please contact the Board:

1740 W. Adams St., Suite 3008  
Phoenix, AZ 85007  
Telephone: 602-542-5709

## California

A student or any member of the public may file a complaint about this Institution with the Bureau for Private Postsecondary Education by calling 888-370-7589 or completing a complaint form, which can be obtained on the bureau's website at [www.bppe.ca.gov/enforcement/complaint.shtml](http://www.bppe.ca.gov/enforcement/complaint.shtml).

Bureau for Private Postsecondary Education  
1747 N. Market Blvd., Ste 225  
Sacramento, CA 95834  
Telephone: 916-431-6924  
Fax: 916-263-1897

## Florida

To voice a concern against a nonpublic postsecondary institution in Florida, please write a letter or send an e-mail:

Commission for Independent Education  
325 W. Gaines Street, Suite 1414  
Tallahassee, FL 32399-0400  
E-mail: [CIEINFO@fldoe.org](mailto:CIEINFO@fldoe.org)  
Fax: 850-245-3238  
<https://www.fldoe.org/policy/cie/student-concerns.stml>

## Illinois

Student complaints must be submitted in writing to the Board (Section 85(i)(1) of the Act). Information about the complaint may be submitted online through the IBHE website ([www.ibhe.org](http://www.ibhe.org)).

Additional information regarding the complaint process can be obtained by contacting the Board at:

Illinois Board of Higher Education  
Division of Private Business and Vocational Schools  
1 N. Old State Capitol Plaza, Suite 333  
Springfield IL 62701

Phone Number: (217) 782-2551

Fax Number: (217) 782-8548

<https://complaints.ibhe.org>

## New Jersey

Complaints may be entered through the submission of the Conflict Resolution Questionnaire:

<https://www.nj.gov/labor/labormarketinformation/assets/PDFs/coei/ETPL/Conflict%20Resolution%20Questionnaire.pdf>

New Jersey Department of Labor & Workforce Development Office of Research and Information-Center for Occupational Employment Information

Attn: Conflicts

PO Box 057

Trenton, New Jersey 08625-0057

Email: [trainingEvaluationUnit@dol.nj.gov](mailto:trainingEvaluationUnit@dol.nj.gov)

## New Mexico

Complaints from students attending a private post-secondary institution that is licensed or registered in New Mexico must file a complaint with the department within three years of their last date of enrollment. The NMHED Student Complaint Form can be downloaded by following this link:

[https://hed.nm.gov/uploads/documents/NMHED\\_Student\\_Complaint\\_Form\\_2023\\_fillable.pdf](https://hed.nm.gov/uploads/documents/NMHED_Student_Complaint_Form_2023_fillable.pdf)

Once complete, the form and supporting attachments should be emailed to the attention of the New Mexico Higher Education Department at: [HigherEd.Info@hed.nm.gov](mailto:HigherEd.Info@hed.nm.gov) .

## North Carolina

### North Carolina Community College System

Office of Proprietary Schools

5001 Mail Service Center

Raleigh, NC 27699-5001 T

Telephone: 919-807-7061

Fax: 919-807-7169

Form can be found on the website at <https://www.nccommunitycolleges.edu/about-us/state-board/state-board-of-proprietary-schools/>

North Carolina Post- Secondary Education Complaints (For Occupational Degree Programs)

The State Authorization Unit of the University of North Carolina System Office serves as the official state entity to receive complaints concerning post-secondary institutions that are authorized to operate in North Carolina. If students are unable to resolve a complaint through the institution's grievance procedures, they can review the [Student Complaint Policy \(PDF\)](#) and submit their complaint using the online complaint form at <https://studentcomplaints.northcarolina.edu/form> . For more information contact:

## North Carolina Post-Secondary Education Complaints

223 S. West Street, Suite 1800  
Raleigh, NC 27603  
(919) 962-4550

To file a complaint with the Consumer Protection Division of the North Carolina Department of Justice, please visit the State Attorney General's web page at: <http://www.ncdoj.gov/complaint>. North Carolina residents may call (877) 566-7226.

Outside of North Carolina, please call (919) 716-6000. En Espanol (919) 716-0058. If you choose to mail a complaint, please use the following address:

Consumer Protection Division  
Attorney General's Office  
Mail Service Center 9001  
Raleigh, NC 27699-9001

## Oregon

Students may review the complaint process on the Higher Education Coordinating Commission website:

<https://www.oregon.gov/highered/about/Pages/complaints.aspx> and may file complaints against private career schools under ORS 345.120 and ORS 345.240. Students who attend institutions online may also file or have their complaints referred to the proper authority through HECC. Questions? Please write to HECC.

[Complaints@hecc.oregon.gov](mailto:Complaints@hecc.oregon.gov)

## Pennsylvania

If you would like to make a formal complaint about a Private Licensed School, please complete and submit a Student Complaint Form. Forms must contain the student's name, contact information, and signature for the complaint to be processed.

Bureau of Postsecondary and Adult Education  
607 South Drive, Floor 3E  
Harrisburg, PA 17120

Student complaint form link:

<https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx>

## Texas

### Texas Workforce Commission

Career Schools & Colleges – Room 226-T  
101 E. 15th St.,  
Austin, TX 78778-0001

<https://www.twc.texas.gov/programs/career-schools-colleges/students>

## Texas Higher Education Coordinating Board (For Occupational Degree Programs)

After exhausting the institution's grievance/complaint process, current, former, and prospective students may initiate a complaint with THECB by submitting the required forms along with evidence of their completion of their institution's complaint procedures.

Further information regarding the rules governing student complaints can be found in the Texas Administrative Code: Title 19, Sections 1.110-1.120.

[https://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac\\_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](https://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y)

Complaints may be submitted online, via email or can be mailed. Please navigate to the website listed below for further information on how to submit a student complaint and the supporting documentation required.

Texas Higher Education Coordinating Board Office of General Counsel  
P.O. Box 12788  
Austin, Texas 78711-2788  
Email: [studentcomplaints@highered.texas.gov](mailto:studentcomplaints@highered.texas.gov)  
Website: <https://www.highered.texas.gov/links/student-complaints/>

## Washington

For AOS degree program students:

Washington Student Achievement Council  
917 Lakeridge Way SW  
Olympia, WA 98502  
360-753-7800  
[info@wsac.wa.gov](mailto:info@wsac.wa.gov) <https://wsac.wa.gov/student-complaints>

For Diploma program students:

Inquiries or complaints regarding this private vocational school may be made to the:

Workforce Training and Education Coordinating Board  
128 10th Ave. SW  
Olympia, WA 98501  
360-709-4600  
[workforce@wtb.wa.gov](mailto:workforce@wtb.wa.gov)

For all Washington students:

For information and resources about student loan repayment, or to submit a complaint relating to your student loans or student loan servicer, please visit <https://wsac.wa.gov/loan-advocacy> or contact the Student Loan Advocate at [loanadvocate@wsac.wa.gov](mailto:loanadvocate@wsac.wa.gov).