

SHEEO State Authorization Survey:
 Student Complaint Information by State and Agency
 Chart Includes Information for States in which Mount St. Joseph University is Authorized for
 Online Programs

State	Agency Name	Link to Information about Complaint Process
Alabama	Alabama Commission on Higher Education	www.ache.state.alabama.gov
Alaska	Alaska Commission on Postsecondary Education	Complainant may request form at: EED.ACPE-IA@alaska.gov
Arizona	Arizona State Board for Private Postsecondary Education	https://ppse.az.gov/complaint
Arkansas	Arkansas Department of Higher Education	http://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/
California	California Bureau for Private Postsecondary Education	http://www.bppe.ca.gov/enforcement/complaint.shtml
Colorado	Colorado Department of Higher Education	http://highered.colorado.gov/Academics/Complaints/default.html
Connecticut	Connecticut Office of Higher Education	http://www.ctohe.org/StudentComplaints.shtml
Florida	Commission	http://www.fldoe.org/policy/cie/file-a-complaint.shtml

	for Independent Education	
Georgia	Nonpublic Postsecondary Education Commission	http://www.gnpec.org/MainMenu.asp

State	Agency Name	Link to Information about Complaint
Hawaii	Hawaii Postsecondary Education Authorization Program	http://cca.hawaii.gov/hpeap/student-complaint
Idaho	Idaho State Board of Education	http://www.boardofed.idaho.gov/priv_col_uni p
Illinois	Illinois Board of Higher Education	Institutional Complaint Hotline: The Board receives general information Students seeking to register a complaint Students are required to submit the complaint in writing. Complaints that relate to maintenance of institutional approval Illinois Administrative Rules Sections 1030.7
Indiana	Indiana Commission for Higher Education	http://www.in.gov/che/2744.htm
Iowa	Iowa College Student Aid Commission	http://www.iowacollegeaid.gov/constituentre
Kansas	Kansas Board of Regents	http://www.kansasregents.org/academic_affairs/complaint_process

State	Agency Name	Link to Information about Comp
Kentucky	Kentucky Council on Postsecondary Education	<p>To file a complaint, please write a letter or send an email to cpeconsumercomplaint@ky.gov containing the following information:</p> <ul style="list-style-type: none"> Name of Student (or Complainant) Complainant Address Email Address Phone Number Name of Institution Location of the Institution (City) Dates of Attendance A full description of the problem, any that will support the complaint such as the desired outcome. <p>Send Letter To: Director of Postsecondary Licensing Council on Postsecondary Education 1024 Capital Center Drive, Suite 320 Frankfort, KY 40601</p>
Louisiana	Louisiana Board of Regents	No formal process reported. Students are encouraged to contact the Louisiana Attorney General's Office of Consumer Protection.
Maine	Maine Department of Higher Education	<p>Harry W. Osgood Higher Education Specialist Maine Department of Education Augusta, Maine 04333 207-624-6846 harry.osgood@maine.gov</p>

State	Agency Name	Link to Information about Complaint Process
Maryland	Maryland Higher Education Commission	http://www.mhec.state.md.us/higherEd/acad/laintProcess.pdf
Massachusetts	Massachusetts Department of Higher Education	http://www.mass.edu/forstudents/complaints/
Michigan	Michigan Department of Licensing and Regulatory Affairs	http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396---,00.html
Minnesota	Minnesota Office of Higher Education	http://www.ohe.state.mn.us/mPg.cfm?pageID
Mississippi	Mississippi Commission on College Accreditation	http://www.mississippi.edu/mcca/downloads/df
Missouri	Missouri Department of Higher Education	http://dhe.mo.gov/documents/POLICYONCCON-reviseddraft.pdf
Montana	Montana University System/Montana Board of Regents	http://mus.edu/MUS-Statement-of-Complaint
Nebraska	Nebraska Coordinating Commission for Postsecondary Education	http://nebraskalegislature.gov/laws/statutes.p
Nevada	Nevada Commission on Postsecondary Education	http://www.cpe.state.nv.us/CPE%20Complaint

State	Agency Name	Link to Information about Complaint
New Hampshire	New Hampshire Department of Education	http://www.education.nh.gov/highered/colleges/index .
New Jersey	New Jersey Secretary of Higher Education	No complaint procedure currently included on website http://www.nj.gov/highereducation/index.shtml
New Mexico	New Mexico Higher Education Department	http://www.hed.state.nm.us/Complaint_3.aspx
New York	New York Office of College and University Evaluation	http://www.highered.nysed.gov/ocue/spr/COMPLAIN
North Dakota	The System Office of Higher Education (NDUS) works in conjunction with Career and Technical Education	Parrell D. Grossman, Director Office of Attorney General Consumer Protection and Antitrust Division Gateway Professional Center 1050 East Interstate Avenue, Ste. 200 Bismarck, ND 58503 701-328-5570 pgrossman@nd.gov
Oklahoma	Oklahoma State Regents for Higher Education	http://www.okhighered.org/current-college-students/cc

State	Agency Name	Link to Information about Complaints
Oregon	Oregon Department of Education Private and Career Schools Office	We advise students and parents to follow the grievance process in their institution's catalog. All schools are required to follow a grievance policy which includes an appeals process. If no resolution is reached, a written complaint can be filed with: Oregon Department of Education Private Career School Licensing 255 Capitol St. NE Salem, OR 97310
Pennsylvania	Pennsylvania Department of Education	http://www.education.state.pa.us/portal/server.pt?content=1004474
Rhode Island	Rhode Island Board of Governors for Higher Education	http://www.ribghe.org/8a1031912.pdf
South Carolina	South Carolina Commission on Higher Education	http://www.che.sc.gov/CHE_Docs/AcademicAffairs/academic_affairs_procedures_and_form.pdf
South Dakota	South Dakota Secretary of State	Office of the Attorney General (605) 773-3215; atghelp@state.sd.us
Tennessee	Tennessee Higher Education Commission Division of Postsecondary School Authorization	http://tn.gov/thec/Divisions/LRA/Postsecondary/Postsecondary School Authorization.htm
Texas	Texas Higher Education Coordinating Board	http://www.thecb.state.tx.us/index.cfm?objectid=40FA9F46F2CD3C9D
State	Agency Name	Link to Information about Complaints
Utah	Utah Division of Consumer Protection	http://consumerprotection.utah.gov/complaints/index.cfm
Vermont	Vermont State Board of Education Through the Vermont Agency of Education	http://education.vermont.gov/documents/EDU-V/Complaint_Resolution_for_Postsecondary_Education.pdf
Virginia	State Council of Higher Education for Virginia	The student must exhaust the school's grievance process before submitting a complaint to SCHEV. The complaint is submitted online at http://www.schev.edu/students/studentcomplaint

Washington	Washington Student Achievement Council	Karen Oelschlager Program Administrator Washington Student Achievement Council P.O. Box 43430 Olympia, WA 98504-3430 360-753-7869 kareno@wsac.wa.gov
West Virginia	West Virginia Higher Education Policy Commission	https://www.wvhepc.org/resources/133-20.pdf
Wyoming	Wyoming Department of Education	If complaint involves an issue relative to authorization, the Wyoming Department of Education contacts the institution to determine if the institution is compliant with Wyoming law. For complaints regarding institutional authorization, the complainant is encouraged to refer the complaint to their institution's formal grievance procedures. If the complaint involves a complaint of the institution's compliance with the Wyoming Protection Division of the Wyoming Attorney General's Office, the complainant may be referred to the Wyoming Protection Division of the Wyoming Attorney General's Office.
U.S. Virgin Islands	US Virgin Islands Department of Education	None listed

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