

## **Consumer Contact Information for State Agencies**

An initial complaint should be filed with Penn Foster College and then with the Arizona State Board for Private Postsecondary Education. Further, The Arizona SARA Council has jurisdiction over Arizona SARA-approved institutions, including Penn Foster College, in relation to non-instructional complaints. Instructional complaints, such as grade grievances, are not reviewed by the Council and should not be submitted for review. Prior to registering a non-instructional complaint with the Arizona SARA Council, students must complete the Penn Foster College Grievance Policy and the Arizona State Board for Private Postsecondary Education's complaint process. Non-instructional complaints that have not been resolved through these measures may be submitted via <https://azsara.arizona.edu/complaints>.

Enrolled or prospective students also have the right to file complaints within their state of residence regardless of whether the state regulates the institution. The state-by-state agency information is provided below.

### **Alabama**

Alabama Department of Postsecondary Education – Private School Licensing Division  
P.O. Box 302130  
Montgomery, AL  
36130-2130  
<https://psl.asc.edu/External/Complaints.aspx>

### **Alaska**

Alaska Commission on Postsecondary Education  
P.O. Box 110505  
Juneau, AK 99811-0505  
<https://acpe.alaska.gov/ConsumerProtection>

### **Arizona**

Arizona State Board for Private  
Postsecondary Education 1400 W.  
Washington Street, Room 260  
Phoenix, AZ  
85007  
<https://ppse.az.gov/resources/student-complaint>

### **Arkansas**

Arkansas Department of  
Higher Education  
423 Main Street, Suite 400  
Little Rock, AR 72201  
<https://appengine.egov.com/apps/ar/pce/form-8040>

### **California**

Bureau for Private  
Postsecondary Education  
2535 Capitol Oaks Drive, Suite  
400  
Sacramento, CA 95833  
<http://www.bppe.ca.gov/enforcement/complaint.shtml>

**Colorado**

Colorado Department of  
Higher Education  
1560 Broadway, Suite 1600  
Denver, CO 80202

<https://cdhe.colorado.gov/students/how-do-i/file-a-student-complaint>

**Connecticut**

Office of Financial & Academic Affairs for  
Higher Education  
61 Woodland Street  
Hartford, CT 06105-2326

<https://www.ohe.ct.gov/StudentComplaints.shtml>

**Delaware**

Delaware Department  
of Education The  
Townsend Building  
401 Federal Street, Suite 2  
Dover, Delaware 19901

<https://www.doe.k12.de.us/cms/lib/DE01922744/Centricity/Domain/226/Student%20Complaint%20Form%20SARA%20Institution%20Fall%202022.pdf>

**District of Columbia**

Office of the State Superintendent of Education - Education Licensure Commission  
810 First Street, NE, 2nd Floor  
Washington, DC 20002

<https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints>

**Florida**

Commission for Independent Education  
325 West Gaines Street, Suite 1414  
Tallahassee, FL 32399-0400

<https://www.fldoe.org/policy/cie/student-concerns.stml>

**Georgia**

Georgia Nonpublic Postsecondary Education Commission  
2082 E Exchange Pl. #220  
Tucker, GA 30084-5334  
Phone: (770) 414-3300

<https://gnpec.georgia.gov/student-resources/complaints-against-institution/gnpec-complaint-form>

**Hawaii**

HPEAP Administrator  
P.O. Box 541  
Honolulu, HI 96809  
(808) 586-7327

<http://cca.hawaii.gov/hpeap/student-complaint-process/>

**Idaho**

Idaho State Board of Education - State Coordinator for Private Colleges & Proprietary Schools

650 West State Street

PO Box 83720

Boise, Idaho 83720-0037

<https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/>

**Illinois**

Illinois Board of Higher Education

431 East Adams Street, Second Floor

Springfield, IL 62701-1404

<https://complaints.ibhe.org/>

**Indiana**

Academic Programs Manager

Indiana Commission for Higher Education

101 West Ohio Street, Suite 550

Indianapolis, Indiana 46204-1984

<https://www.in.gov/che/student-complaints/>

Or

Accreditation Coordinator

Indiana Board for Proprietary Education/

Indiana Commission for Higher Education

101 West Ohio Street, Suite 670

Indianapolis, IN 46204-1984

<http://www.in.gov/che/2744.htm>

**Iowa**

Iowa College Student Aid Commission

430 East Grand Ave., FL 3 Des Moines, IA 50319-1920

<https://iowacollegeaid.gov/StudentComplaintForm>

**Kansas**

Kansas Board of Regents

Private Postsecondary Education Division

1000 SW Jackson St., Suite 520

Topeka, KS 66612-1368

[http://www.kansasregents.org/academic\\_affairs/private\\_out\\_of\\_state/complaint\\_process](http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process)

**Kentucky**

Council on Postsecondary Education

1024 Capital Center Drive, Suite 320

Frankfort, KY 40601

[http://cpe.ky.gov/campuses/consumer\\_complaint.html](http://cpe.ky.gov/campuses/consumer_complaint.html)

**Louisiana**

Louisiana Board of Regents,

Proprietary Schools

1201 N. Third St., Suite 6-200

Baton Rouge, LA 70802

<https://regents.la.gov/wp-content/uploads/2018/09/Louisiana-SARA-Institutional-Application-Process-and-Student-Complaint-Process.pdf>

**Maine**

Higher Education Specialist  
Maine Department of Education  
23 State House Station  
Augusta, Maine 04333

<https://www.maine.gov/doe/sites/maine.gov.doe/files/inline-files/sara-complaint-form.pdf>

**Maryland**

Maryland Higher Education  
Commission  
6 North Liberty Street  
Baltimore, MD 21201

<https://onestop.md.gov/forms/student-complaints-mhec-5f74bfc0ab0f9d00fc796766>

**Massachusetts**

Massachusetts Department of Higher  
Education  
One Ashburton Place, Room 1401  
Boston, MA 02108

<https://www.mass.edu/forstufam/documents/Final%20DHE%20Complaint%20Policy.pdf>

**Michigan**

Michigan Department of Labor and Economic Opportunity (LEO)/Employment & Training  
P O Box 30726  
Lansing MI 48909

<https://www.michigan.gov/leo/bureaus-agencies/wd/pss>

**Minnesota**

Minnesota Office of Higher Education  
1450 Energy Park Drive, Suite 350  
St. Paul, MN 55108

<http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

**Mississippi**

Mississippi Commission on College Accreditation  
3825 Ridgewood Road  
Jackson, MS 39211-6453

<http://www.ihl.state.ms.us/mcca/downloads/studentcomplaintform.pdf>

Director

Commission on Proprietary Schools and College Registration  
3825 Ridgewood Road  
Jackson, MS 39211

<https://www.mccb.edu/cpscr-complaints>

**Missouri**

Missouri Department of Higher Education  
and Workforce Development  
205 Jefferson Street  
P.O. Box 1469

Jefferson City, MO 65102-1469

<https://dhewd.mo.gov/policies/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>

**Montana**

Montana University System –Office of the Commissioner of Higher Education  
2500 Broadway Street  
P.O. Box 203201  
Helena, MT 59620-3201  
<http://mus.edu/MUS-Statement-of-Complaint-Process.asp>

**Nebraska**

Nebraska's Coordinating Commission for Postsecondary Education  
ATTN: Complaints  
P.O. Box 95005  
Lincoln, NE 68509-5005  
<http://www.ccpe.state.ne.us/PublicDoc/Ccpe/Complaint.asp>

**Nevada**

Nevada Commission on Postsecondary Education  
8778 South Maryland Parkway Suite 115  
Las Vegas, Nevada 89123  
[https://cpe.nv.gov/Students/Students\\_Home/](https://cpe.nv.gov/Students/Students_Home/)

**New Hampshire**

Division Director  
New Hampshire Department of Education  
101 Pleasant Street  
Concord, NH 03301-3494  
<https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx>

**New Jersey**

Office of the Secretary of Higher Education  
20 West State Street  
4th floor, PO Box 542  
Trenton, NJ 08625-0542  
<https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>

**New Mexico**

New Mexico Higher Education Department  
2048 Galisteo Street  
Santa Fe, NM 87505-2100  
<http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx>

**New York**

New York State Education  
Department Office of College and  
University Evaluation EBA Room  
9696  
89 Washington Avenue  
Albany, NY 12234  
[http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMI  
NFO.html](http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMI<br/>NFO.html)

**North Carolina**

Licensure and State Information  
223 S. West Street Suite 1800  
Raleigh, NC 27603  
<https://www.northcarolina.edu/post-secondary-education-complaints/>

**North Dakota**

North Dakota University System  
Academic Affairs & Workforce Innovation  
1815 Schafer St., Ste. 202  
Bismarck, ND 58501-1217  
<https://ndus.edu/state-authorization-sara/>

**Ohio**

State Board of Career Colleges  
and Schools  
30 East Broad Street, Suite 2481  
Columbus, OH 43215  
<https://scr.ohio.gov/information-for-students/file-a-complaint/6-file-a-complaint>

**Oklahoma**

Oklahoma State Regents for Higher Education – Academic  
Affairs Office  
655 Research Parkway, Suite 200  
Oklahoma City, OK 73104  
<http://www.okhighered.org/current-college-students/complaints.shtml>

**Oregon**

Higher Education Coordinating Commission  
1500 Valley River Drive, Suite 100  
Eugene, OR 97401  
<https://www.oregon.gov/highered/about/Pages/complaints.aspx>

**Pennsylvania**

Pennsylvania Department of Education – Division of Higher  
Education, Access, and Equity  
333 Market Street, 12th Floor  
Harrisburg, PA 17126-0333  
<https://www.education.pa.gov/Documents/Postsecondary-Adult/College%20and%20Career%20Education/Private%20Licensed%20Schools/Student%20Complaint%20Form.pdf>

**Rhode Island**

Rhode Island Office of the Postsecondary Commissioner  
80 Washington Street, Suite 254  
Providence, RI 02903  
<https://riopc.edu/services/help-for-students/>

**South Carolina**

South Carolina Commission on Higher Education – Academic Affairs and  
Licensing  
1122 Lady Street, Suite 300  
Columbia, SC 29201  
[https://che.sc.gov/sites/che/files/Documents/Institutions%20and%20Educators/Complaint\\_Procedures\\_and\\_Form.pdf](https://che.sc.gov/sites/che/files/Documents/Institutions%20and%20Educators/Complaint_Procedures_and_Form.pdf)

**South Dakota**

South Dakota Secretary of State  
1302 E. Highway 14, Suite 1  
Pierre, SD 57501-8501  
<https://consumer.sd.gov/complaintform.aspx>

## **Tennessee**

Tennessee Higher Education Commission – Division of Postsecondary School  
Authorization Parkway Towers, Suite 1900  
404 James Robertson Parkway  
Nashville, TN 37243-0830 ATTN: Complaints

<https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html>

## **Texas**

Texas Higher Education Coordinating  
Board  
1200 East Anderson Lane  
Austin, TX 78752

<https://www1.theccb.state.tx.us/Apps/CRAFT/Home/CREATE>

## **Utah**

Utah Division of Consumer  
Protection  
160 East 300 South  
Salt Lake City, UT 84114

<https://db.dcp.utah.gov/complaints.html>

## **Vermont**

Postsecondary Approval Coordinator Vermont Agency of Education  
120 State Street, 4th Floor  
Montpelier, VT 05620-2501

<https://education.vermont.gov/documents/postsecondary-program-complaint-resolution>

## **Virginia**

State Council of Higher Education for Virginia  
101 North 14th Street, 9th Floor  
Richmond, VA 23219

<https://www.schev.edu/students/resources/student-complaints>

## **Washington**

Washington Student Achievement Council  
917 Lakeridge Way SW  
Olympia, WA 98540-3430

<https://wsac.wa.gov/student-complaints>

## **West Virginia**

West Virginia Higher Education Policy  
Commission  
1018 Kanawha Boulevard, East, Suite 700  
Charleston, WV 25301-2800

<https://www.wvhepc.edu/wp-content/uploads/2021/10/Student-Complaint-Process.pdf>

## **Wisconsin**

Wisconsin Educational Approval Board  
201 W. Washington Avenue, 3rd Floor  
Madison, WI 53703

<https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx>

## **Wyoming**

Wyoming Department of Education  
2300 Capitol Avenue, Hathaway Building, 2nd Floor  
Cheyenne, WY 82002-2060

<https://form.jotform.com/212505034743043>