

Consumer Contact Information for State Agencies

An initial complaint should be filed with Penn Foster College and then with the College's home state, Arizona. 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.

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

http://acpe.alaska.gov/About_Us/Consumer_Protection

Arizona

Arizona State Board for Private Postsecondary Education

1400 W. Washington Street, Room 260

Phoenix, AZ 85007

<http://ppse.az.gov/complaint>

Arkansas

Arkansas Department of Higher Education

423 Main Street, Suite 400

Little Rock, AR 72201

<http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIX.pdf>

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

<http://highered.colorado.gov/Academics/Complaints/default.html>

Connecticut

Office of Financial & Academic Affairs for Higher Education

61 Woodland Street

Hartford, CT 06105-2326

<http://www.ctohe.org/StudentComplaints.shtml>

Delaware

Delaware Department of Education

The Townsend Building

401 Federal Street, Suite 2

Dover, Delaware 19901

www.doe.k12.de.us

District of Columbia

Office of the State Superintendent of Education - Education Licensure Commission
810 First Street, NE, 2nd Floor
Washington, DC 20002
<http://osse.dc.gov/service/education-licensure-commission-elc-public-complaints>

Florida

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

Georgia

Georgia Nonpublic Postsecondary Education Commission
2082 E Exchange Pl. #220
Tucker, GA 30084-5334
Phone: (770) 414-3300
<http://www.gnpec.org/consumer-resources>

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
http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp

Illinois

Illinois Board of Higher Education
431 East Adams Street, Second Floor
Springfield, IL 62701-1404
<http://www.ibhe.state.il.us/consumerinfo/complaint.htm>

Indiana

Academic Programs Manager
Indiana Commission for Higher Education
101 West Ohio Street, Suite 550
Indianapolis, Indiana 46204-1984

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://www.iowacollegeaid.gov/content/constituent-request-review>

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

Kentucky

Director of Postsecondary Licensing
1024 Capital Center Drive, Suite 320
Frankfort, KY 40601
<http://cpe.ky.gov/policies/academicpolicies/faqs-students.htm>

Louisiana

Office of the Attorney General
Consumer Protection Section
P.O. Box 94005
Baton Rouge, LA 70804-9005
<https://www.ag.state.la.us/article.aspx?articleID=36&catID=15>

Maine

Higher Education Specialist
Maine Department of Education
23 State House Station
Augusta, Maine 04333
<http://www.maine.gov/doe/specialed/support/dispute/procedures/complaintinvestigation.html>

Maryland

Maryland Attorney General
Consumer Protection Division
200 St. Paul St.
Baltimore, MD 21202
410-528-8662/888-743-0823 (toll free)

Massachusetts

Massachusetts Board of Higher Education
One Ashburton Place, Room 1401
Boston, MA 02108
<http://www.mass.edu/forstudents/complaints/complaintform.asp>

Michigan

Michigan Department of Licensing and Regulatory Affairs
CSCL/Enforcement Division
P O Box 30018
Lansing MI 48909
http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396-139958--,00.html

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

<http://www.mccb.edu/pdfs/pg/PSComplaintForm.pdf>

Missouri

Missouri Department of Higher Education

205 Jefferson Street

P.O. Box 1469

Jefferson City, MO 65102-1469

<http://www.dhe.mo.gov/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

<http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

New Hampshire

Division Director

New Hampshire Department of Education

101 Pleasant Street

Concord, NH 03301-3494

<http://www.education.nh.gov/highered/compliance-allegation.htm>

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/treas/highereducation/contactus.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/COMPLAINTFORMINFO.html>

North Carolina

Post-Secondary Education Complaints, c/o Assistant Director of Licensure and Workforce Studies, University of North Carolina General Administration

910 Raleigh Road
Chapel Hill, NC 27514

studentcomplaint@northcarolina.edu

North Dakota

Director of Distance Education and State Authorization
1815 Schafer St., Ste. 202
Bismarck, ND 58501-1217

<http://www.ndus.edu/system/state-authorization/>

Ohio

State Board of Career Colleges and Schools
30 East Broad Street, Suite 2481
Columbus, OH 43215

<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

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

Director of Private Postsecondary Education
Higher Education Coordinating Commission
1500 Valley River Drive, Suite 100
Eugene, OR 97401

Juan.baez-arevalo@state.or.us

Pennsylvania

Pennsylvania Department of Education – Postsecondary and Adult Education
Division of Higher & Career Education
333 Market Street, 12th Floor
Harrisburg, PA 17126-0333

<http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#.VYRITFLd1M4>

Rhode Island

Commissioner of Higher Education
RI Office of Higher Education
80 Washington Street, Suite 254
Providence, RI 02903

<http://www.ribghe.org/pdfs/BOGStudentComplaintProcessII011012.pdf>

South Carolina

South Carolina Commission on Higher Education –Academic Affairs and Licensing
1122 Lady Street, Suite 300
Columbia, SC 29201

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

South Dakota

South Dakota Office of the Attorney General
1302 E. Highway 14, Suite 1
Pierre, SD 57501-8501

<http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.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

tn.gov/thec/Divisions/LRA/PostsecondaryAuth/ComplaintForm.pdf

Texas

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

<https://www1.thecb.state.tx.us/Apps/CRAFT/Home/Create>

Utah

Utah Division of Consumer Protection
ATTN: Complaint Processor
160 East 300 South

Salt Lake City, UT 84114

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

Vermont

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

http://education.vermont.gov/documents/EDU-VTAOE-Complaint_Resolution_for_Postsecondary_Education.pdf

Virginia

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

<http://www.schev.edu/forms/StudentComplaintInformation.pdf>

Washington

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

<http://www.wsac.wa.gov/protecting-education-consumers>

West Virginia

Executive Vice Chancellor for Administration
West Virginia Higher Education Policy Commission
1018 Kanawha Boulevard, East, Suite 700

Charleston, WV 25301-2800

<http://www.wvhepc.com/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf>

Wisconsin

Wisconsin Educational Approval Board

201 W. Washington Avenue, 3rd Floor

Madison, WI 53703

<http://eab.state.wi.us/resources/complaint.asp>

Wyoming

Wyoming Department of Education

2300 Capitol Avenue, Hathaway Building, 2nd Floor

Cheyenne, WY 82002-2060

<http://edu.wyoming.gov/downloads/schools/student-complaint-process.pdf>