

## Student Complaint Information by State and Agency

Students residing outside of North Carolina while taking online courses at Edgecombe Community College may also file a complaint with their state. Below is a list of agencies in each state responsible for handling complaints regarding out-of-state distance education programs:

State	Agency	Contact information
Alabama	Alabama Department of Postsecondary Education	P.O. Box 302000 Montgomery, AL 36130-2000 Telephone: 334-242-1998 Fax: 334-242-0268  <a href="#">Complaint process</a>
Alaska	Alaska Commission on Postsecondary Education	Kierke Kussart Program Coordinator for Institutional Authorization PO Box 110505 Juneau, AK 99811-0505 907-465-6741  <a href="mailto:EED.ACPE-IA@alaska.gov">EED.ACPE-IA@alaska.gov</a>  <a href="#">Complaint process</a>
Arizona	Arizona State Board for Private Postsecondary Education	1400 W. Washington St. Phoenix, AZ 85007

[Complaint form](#)

Arkansas

Arkansas  
Department of  
Higher Education

425 Main St., Suite 400  
Little Rock, AR 72201  
(501) 371-2000

[www.adhe.edu](http://www.adhe.edu)

[Complaint form](#)

California

California  
Department of  
Consumer Affairs

Consumer Information Center  
1625 North Market Blvd., Suite N-112  
Sacramento, CA 95834  
(833) 942-1120  
email: [dca@cda.ca.gov](mailto:dca@cda.ca.gov)

[www.dca.ca.gov/consumers/complaints/oos\\_students.shtml](http://www.dca.ca.gov/consumers/complaints/oos_students.shtml)

[General online complaint form](#)

Colorado

Colorado Department  
of Higher Education

1560 Broadway, Suite 1600  
Denver, CO 80202

[Complaint process](#)

Connecticut

Office of Higher  
Education

61 Woodland St.  
Hartford, CT 06105-2326  
Telephone: 860-947-1822

[Complaint process](#)

<b>Delaware</b>	<b>Delaware Department of Education</b>	<b>Delaware Department of Education Accountability and Performance The Townsend Building 401 Federal St., Suite 2 Dover, DE 19901 (302) 735-4090</b>  <a href="https://doe.k12.de.us">doe.k12.de.us</a>
<b>District of Columbia</b>	<b>District of Columbia Education Licensure Commission</b>	<b>810 First St. NE 9<sup>th</sup> Floor Washington, DC 20002</b>  <a href="#">Complaint form</a>
<b>Florida</b>	<b>Florida Department of Education</b>	<b>Commission for Independent Education 325 W. Gaines St., Suite 1414 Tallahassee, FL 32399-0400 Fax: 850-245-3238 <a href="mailto:cieinfo@fldoe.org">cieinfo@fldoe.org</a></b>  <a href="#">Complaint process</a>
<b>Georgia</b>	<b>Nonpublic Postsecondary Education Commission</b>	<b>2082 E. Exchange Place, Suite 220 Tucker, GA 30084-5305 Telephone: 770-414-3300 Fax: 770-414-3309</b>  <a href="#">Complaint rules</a>

<b>Hawaii</b>	<b>Hawaii Post-secondary Education Authorization Program</b>	<b>P.O. Box 541 Honolulu, HI 96809</b>  <a href="#">Complaint form</a>
<b>Idaho</b>	<b>Idaho Board of Education</b>	<b>650 W. State St. P.O. Box 83720 Boise, ID 83720-0037 Telephone: 208-334-2270 Fax: 208-334-2632</b>  <a href="#">Complaint process</a>
<b>Illinois</b>	<b>Illinois Board of Higher Education</b>	<b>1 N. Old State Capitol Plaza, Suite 333 Springfield, IL 62701-1377 Institutional Complaint Hotline: 217-782-2551</b>  <a href="#">Complaint process</a>
<b>Indiana</b>	<b>Indiana Board for Proprietary Education</b>	<b>Board for Proprietary Education Indiana Commission for Higher Education 101 W. Ohio St., Suite 300 Indianapolis, IN 46204-4206 (317) 464-4400</b>  <a href="http://www.in.gov/che/2376.htm">www.in.gov/che/2376.htm</a>  <a href="#">Student complaints</a> <a href="#">Complaint process</a>
<b>Iowa</b>	<b>Iowa College Student Aid Commission</b>	<b>430 E. Grand Ave. 5<sup>th</sup> Floor</b>

Des Moines, IA 50309-1920  
Telephone: 515-725-3400

[College aid](#)  
[Complaint process](#)

Kansas

Kansas Board of Regents

1000 SW Jackson St., Suite 520  
Topeka, KS 66612-1368  
Telephone: 785-296-3421

[Complaint process](#)

Kentucky

Kentucky Council on Postsecondary Education

Director of Postsecondary Licensing  
Council on Postsecondary Education  
1024 Capitol Center Drive  
Suite 320  
Frankfort, KY 40601

[Complaint process](#)

Louisiana

Louisiana Board of Regents

Consumer Protection Division  
Office of the Attorney General

Consumer Protection Division  
Office of the Attorney General  
P.O. Box 94005  
Baton Rouge, LA 70804-9005  
Telephone: 1-800-351-4889

[Complaint process](#)

Maine

State of Maine  
Department of Education

23 State House Station  
Augusta, ME, 04333-0023

[www.maine.gov/doe/learning/highered/sara](http://www.maine.gov/doe/learning/highered/sara)

[Complaint form](#)

<b>Maryland</b>	<b>Maryland Higher Education Commission</b>	<b>Office of the Attorney General, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202</b>
<b><a href="#">Complaint process</a></b>		
<b>Massachusetts</b>	<b>Massachusetts Board of Higher Education</b>	<b>Alex Nally SARA Coordinator Massachusetts Department of Higher Education One Ashburton Place; Room 1401 Boston, MA 02108 (617) 994-6950 <a href="mailto:SARAINquiries@dhe.mass.edu">SARAINquiries@dhe.mass.edu</a> State SARA Website: <a href="http://mass.edu/sara">mass.edu/sara</a></b>
<b><a href="#">Complaint process</a></b>		
<b>Michigan</b>	<b>State of Michigan</b>	<b>Department of Licensing &amp; Regulatory Affairs Corporations, Securities &amp; Commercial Licensing Bureau Administrative Services Section-Complaint Intake P.O. Box 30018 Lansing, MI 48909</b>
<b><a href="#">Complaint form</a></b>		
<b>Minnesota</b>	<b>Registration &amp; Licensing Minnesota Office of Higher Education</b>	<b>1450 Energy Park Drive, Suite 350 St. Paul, MN 55108 Telephone: 1-800-657-3866</b>
<b><a href="#">Complaint process</a></b>		

<b>Mississippi</b>	<b>Mississippi Commission on College Accreditation</b>	<b>3825 Ridgewood Road Jackson, MS 39211-6453 Telephone: 601-432-6372 Fax: 601-432-6225</b>  <a href="#"><u>Complaint process</u></a>
<b>Missouri</b>	<b>Missouri Department of Higher Education</b>	<b>205 Jefferson St. P.O. Box 1469 Jefferson City, MO 65102-1469 Telephone: 1-800-473-6757 Fax: 573-751-6635</b>  <a href="#"><u>Complaint info</u></a>
<b>Montana</b>	<b>Montana University System Office of the Commissioner of Higher Education</b>	<b>2500 Broadway P.O. Box 203201 Helena, MT 59620-3201 Telephone: 406-444-6570</b>  <a href="#"><u>Complaint process</u></a>
<b>Nebraska</b>	<b>Nebraska Coordinating Commission for Postsecondary Education</b>	<b>P.O. Box 95005 Lincoln, NE 68509-5005 Telephone: 402-471-2847</b>  <a href="#"><u>Filing a complaint</u></a>
<b>Nevada</b>	<b>Nevada Commission on Postsecondary Education</b>	<b>1860 E. Sahara Ave. Las Vegas, NV 89104 Telephone 702 486-7330</b>  <a href="#"><u>Commission website</u></a>  <a href="#"><u>Complaint process</u></a>

<b>New Hampshire</b>	<b>New Hampshire Department of Education, Division of Higher Education, Higher Education</b>	<b>101 Pleasant St. Concord, NH 03301-3852 (603) 271-3494</b>  <a href="#">Filing a complaint</a>
<b>New Jersey</b>	<b>New Jersey Secretary of Higher Education</b>	<b>20 W. State St., 4th Floor P.O. Box 542 Trenton, NJ 08625-0542 Telephone: 609-292-7225</b>  <a href="#">Complaint process</a>
<b>New Mexico</b>	<b>New Mexico Higher Education Department</b>	<b>2044 Galisteo St., Suite 4 Santa Fe, NM 87505 Telephone: 505-476-8400</b>  <a href="#">Complaint form</a>
<b>New York</b>	<b>Office of College and University Evaluation New York State Education Department</b>	<b>89 Washington Ave., Room 969 EBA Albany, NY 12234 Telephone: 518-474-1551 Fax: 518-486-2779</b>  <a href="#">Filing a complaint</a>
<b>North Carolina</b>	<b>North Carolina Post-Secondary Education Complaints</b>	<b>North Carolina Post-Secondary Education Complaints c/o Student Complaints University of North Carolina System Office 910 Raleigh Road Chapel Hill, North Carolina 27515-2688</b>



Phone: 919-962-4558

Websites:

- [State of North Carolina complaint process](#)
- [Student complaint process](#)
- [Student complaint form](#)
- [North Carolina Post-Secondary Education Complaints](#)

Email: [studentcomplaints@northcarolina.edu](mailto:studentcomplaints@northcarolina.edu)

North Dakota

Director of  
Distance Education  
& State  
Authorization

600 E. Capital Ave.  
Bismarck, ND 58501-1217  
Telephone: 701-328-2678

[Filing a complaint](#)

Ohio

Ohio Department  
of Higher  
Education

25 S. Front St.  
Columbus, OH 43215  
Telephone: 614-466-6000

[Filing a complaint](#)

Oklahoma

Oklahoma State  
Regents for Higher  
Education

655 Research Parkway, Suite 200  
Oklahoma City, OK 73104  
Telephone: 405-225-9100

[Complaint process](#)

Oregon

Higher Education  
Coordinating  
Commission

ATTN: Complaints-ODA  
775 Court St. NE  
Salem, OR 97301  
Telephone: 503-947-5716

[Complaint process](#)

**Pennsylvania**

**Bureau of  
Postsecondary &  
Adult Education  
Pennsylvania  
Department of  
Education**

**333 Market St., 12th Floor  
Harrisburg, PA 17126-0333**

[Complaint form](#)

**Puerto Rico**

**Puerto Rico Council  
on Higher  
Education**

**P.O. Box 19900  
San Juan, PR 00910-1900  
Telephone: 787-641-7100  
Fax: 787-641-2562**

[Complaint process](#)

**Rhode Island**

**Commissioner of  
Higher Education  
Rhode Island Office  
of Higher  
Education**

**Rhode Island Office of the Postsecondary  
Commissioners  
560 Jefferson Blvd., Suite 200  
Warwick, RI 02886  
Telephone: 401 736-1100**

[Complaint procedures](#)

[Complaint form](#)

**South Carolina**

**South Carolina  
Commission on  
Higher Education  
Academic Affairs &  
Licensing**

**1122 Lady St., Suite 300  
Columbia, SC 29201  
Telephone: 803-737-2260  
Fax: 803-737-2297**

[Complaint form](#)

**South Dakota**

**South Dakota  
Board of Regents**

**306 E. Capitol Ave., Suite 200  
Pierre, SD 57501**

[Complaint form](#)

**Tennessee**

**Tennessee Higher  
Education  
Commission**

**Division of Postsecondary State  
Authorization  
404 James Robertson Parkway, Suite 1900  
Nashville, TN 37243  
Telephone: 615-741-3605**

[Complaint process](#)

**Texas**

**Texas Higher  
Education  
Coordinating Board**

**College Readiness & Success Division  
P.O. Box 12788  
Austin, TX 78711-2788  
Telephone: 512-427-6101**

[Complaint process](#)

**Utah**

**Utah Division of  
Consumer  
Protection**

**Utah Division of Consumer Protection  
160 East 300 South  
Salt Lake City, UT 84111  
(801) 530-6601**

[Complaint process](#)

**Vermont**

**Vermont  
Department of  
Education**

**120 State St.  
Montpelier, VT 05620-2501  
Telephone: 802-828-3135**

[Complaint process](#)

**Virginia**

**Virginia State  
Council of Higher  
Education**

**101 N. 14th St., 10th Floor  
James Monroe Bldg.  
Richmond, VA 23219  
Telephone: 804-225-2600**

[Complaint process](#)

**Washington**

**Washington  
Workforce Training  
and Education  
Coordinating Board**

**Washington Workforce Training and  
Education Coordinating Board  
128 10th Ave. SW  
P.O. Box 43105  
Olympia, WA 98504-3105  
(360) 709-4600**

[Complaint process](#)

**West Virginia**

**West Virginia  
Higher Education  
Policy Commission  
Community &  
Technical College  
System of West  
Virginia**

**1018 Kanawha Blvd. East, Suite 700  
Charleston, WV 25301  
Telephone: 304-558-4016**

[Complaint process](#)

**Wisconsin**

**Wisconsin  
Educational  
Approval Board**

**Department of Safety and Professional  
Services  
1400 E. Washington Ave.  
Room 112  
Madison, WI 53703  
(608) 266-2122**

**Email: [dsps@wisconsin.gov](mailto:dsps@wisconsin.gov)  
Website: [dps.wisconsin.gov/Pages/Programs/EducationalApproval/Default.aspx](https://dps.wisconsin.gov/Pages/Programs/EducationalApproval/Default.aspx)  
[Student Complaints](#)**

**Wyoming**

**Wyoming  
Department of  
Education**

**122 W. 25th St., Suite E200  
Cheyenne, WY 82002  
Telephone: 307 777-7675**

[Complaint form](#)