

# State Authorization Reciprocity Agreement- North Carolina (SARA-NC) Complaint Process

Students may also file a complaint with SARA-NC. SARA-NC is the portal for the North Carolina State Education Assistance Authority. Students should follow the [SARA-NC complaint process](#) and use the [SARA-NC complaint form](#).

## SARA-NC Contact Information:

SARA North Carolina  
North Carolina State Education Assistance Authority  
P.O. Box 41349  
Raleigh, NC 27629  
855-SARA-1-NC (727-2162) or 919-549-8614, ext. 4667  
[www.saranc.org](http://www.saranc.org)

[Complaint form](#)  
[Complaint process](#)

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<br>Montgomery, AL 36130-2000<br>Telephone: 334-242-1998<br>Fax: 334-242-0268<br><br><a href="#">Complaint process</a> |
| Alaska  | Alaska Commission on                          | Kierke Kussart<br>Program Coordinator for Institutional Authorization   |

**Postsecondary  
Education**

**PO Box 110505  
Juneau, AK 99811-0505  
907-465-6741**

**[EED.ACPE-IA@alaska.gov](mailto:EED.ACPE-IA@alaska.gov)**

**[Complaint process](#)**

**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.sh](http://www.dca.ca.gov/consumers/complaints/oos_students.sh)**

**[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](#)

**Delaware**

**Delaware  
Department of  
Education**

**Delaware Department of Education  
Accountability and Performance  
The Townsend Building  
401 Federal St., Suite 2  
Dover, DE 19901  
(302) 735-4090**

[doe.k12.de.us](http://doe.k12.de.us)

**District of  
Columbia**

**District of  
Columbia  
Education  
Licensure  
Commission**

**810 First St. NE  
9<sup>th</sup> Floor  
Washington, DC 20002**

[Complaint form](#)

**Florida**

**Florida  
Department of  
Education**

**Commission for Independent Education  
325 W. Gaines St., Suite 1414  
Tallahassee, FL 32399-0400  
Fax: 850-245-3238**

[cieinfo@fldoe.org](mailto:cieinfo@fldoe.org)

[Complaint process](#)

**Georgia**

**Nonpublic  
Postsecondary**

**2082 E. Exchange Place, Suite 220**

**Education  
Commission**

**Tucker, GA 30084-5305  
Telephone: 770-414-3300  
Fax: 770-414-3309**

**[Complaint rules](#)**

**Hawaii**

**Hawaii Post-  
secondary  
Education  
Authorization  
Program**

**P.O. Box 541  
Honolulu, HI 96809**

**[Complaint form](#)**

**Idaho**

**Idaho Board of  
Education**

**650 W. State St.  
P.O. Box 83720  
Boise, ID 83720-0037  
Telephone: 208-334-2270  
Fax: 208-334-2632**

**[Complaint process](#)**

**Illinois**

**Illinois Board of  
Higher  
Education**

**1 N. Old State Capitol Plaza, Suite 333  
Springfield, IL 62701-1377  
Institutional Complaint Hotline:  
217-782-2551**

**[Complaint process](#)**

**Indiana**

**Indiana Board  
for Proprietary  
Education**

**Board for Proprietary Education  
Indiana Commission for Higher Education  
101 W. Ohio St., Suite 300  
Indianapolis, IN 46204-4206  
(317) 464-4400**

**[www.in.gov/che/2376.htm](http://www.in.gov/che/2376.htm)**

**[Student complaints](#)  
[Complaint process](#)**

**Iowa**

**Iowa College  
Student Aid  
Commission**

**430 E. Grand Ave.  
5<sup>th</sup> Floor  
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](#)**

**Maryland**

**Maryland  
Higher  
Education  
Commission**

**Office of the Attorney General, Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202**

**[Complaint process](#)**

**Massachusetts**

**Massachusetts  
Board of Higher  
Education**

**Alex Nally  
SARA Coordinator  
Massachusetts Department of Higher Education  
One Ashburton Place; Room 1401  
Boston, MA 02108  
(617) 994-6950  
[SARAINquiries@dhe.mass.edu](mailto:SARAINquiries@dhe.mass.edu)  
State SARA Website: [mass.edu/sara](http://mass.edu/sara)**

**[Complaint process](#)**

**Michigan**

**State of  
Michigan**

**Department of Licensing & Regulatory Affairs  
Corporations, Securities & Commercial Licensing Bureau  
Administrative Services Section-Complaint Intake  
P.O. Box 30018  
Lansing, MI 48909**

**[Complaint form](#)**

**Minnesota**

**Registration &  
Licensing  
Minnesota  
Office of Higher  
Education**

**1450 Energy Park Drive, Suite 350  
St. Paul, MN 55108  
Telephone: 1-800-657-3866**

**[Complaint process](#)**

**Mississippi**

**Mississippi  
Commission on**

**3825 Ridgewood Road  
Jackson, MS 39211-6453  
Telephone: 601-432-6372**

**College  
Accreditation**

**Fax: 601-432-6225**

**[Complaint process](#)**

**Missouri**

**Missouri  
Department of  
Higher  
Education**

**205 Jefferson St.  
P.O. Box 1469  
Jefferson City, MO 65102-1469  
Telephone: 1-800-473-6757  
Fax: 573-751-6635**

**[Complaint info](#)**

**Montana**

**Montana  
University  
System  
Office of the  
Commissioner  
of Higher  
Education**

**2500 Broadway  
P.O. Box 203201  
Helena, MT 59620-3201  
Telephone: 406-444-6570**

**[Complaint process](#)**

**Nebraska**

**Nebraska  
Coordinating  
Commission for  
Postsecondary  
Education**

**P.O. Box 95005  
Lincoln, NE 68509-5005  
Telephone: 402-471-2847**

**[Filing a complaint](#)**

**Nevada**

**Nevada  
Commission on  
Postsecondary  
Education**

**1860 E. Sahara Ave.  
Las Vegas, NV 89104  
Telephone 702 486-7330**

**[Commission website](#)**

**[Complaint process](#)**

**New  
Hampshire**

**New Hampshire  
Department of  
Education,  
Division of  
Higher  
Education,  
Higher  
Education**

**101 Pleasant St.  
Concord, NH 03301-3852  
(603) 271-3494**

**[Filing a complaint](#)**

**New Jersey**

**New Jersey  
Secretary of  
Higher  
Education**

**20 W. State St., 4th Floor  
P.O. Box 542  
Trenton, NJ 08625-0542  
Telephone: 609-292-7225**

**[Complaint process](#)**

**New Mexico**

**New Mexico  
Higher  
Education  
Department**

**2044 Galisteo St., Suite 4  
Santa Fe, NM 87505  
Telephone: 505-476-8400**

**[Complaint form](#)**

**New York**

**Office of College  
and University  
Evaluation  
New York State  
Education  
Department**

**89 Washington Ave., Room 969 EBA  
Albany, NY 12234  
Telephone: 518-474-1551  
Fax: 518-486-2779**

**[Filing a complaint](#)**

**North  
Carolina**

**North Carolina  
Post-Secondary  
Education  
Complaints**

**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**



**Phone: 919-962-4558**

**Websites:**

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

**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**

**Washington Workforce Training and Education Coordina  
128 10th Ave. SW**

**Training and  
Education  
Coordinating  
Board**

**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: [dsps.wi.gov/Pages/Programs/EducationalApproval/Student Complaints](https://dsps.wi.gov/Pages/Programs/EducationalApproval/StudentComplaints)**

**Wyoming  
Wyoming  
Department of  
Education**

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

[Complaint form](#)