

# 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> |

|                          |   |   |
|--------------------------|---|---|
| <p><b>Alaska</b></p>     | <p><b>Alaska Commission on Postsecondary Education</b></p>            | <p><b>Kierke Kussart</b><br/> <b>Program Coordinator for Institutional Authorization</b><br/> <b>PO Box 110505</b><br/> <b>Juneau, AK 99811-0505</b><br/> <b>907-465-6741</b></p> <p><a href="mailto:EED.ACPE-IA@alaska.gov">EED.ACPE-IA@alaska.gov</a></p> <p><a href="#">Complaint process</a></p>  |
| <p><b>Arizona</b></p>    | <p><b>Arizona State Board for Private Postsecondary Education</b></p> | <p><b>1400 W. Washington St.</b><br/> <b>Phoenix, AZ 85007</b></p> <p><a href="#">Complaint form</a></p>  |
| <p><b>Arkansas</b></p>   | <p><b>Arkansas Department of Higher Education</b></p>                 | <p><b>425 Main St., Suite 400</b><br/> <b>Little Rock, AR 72201</b><br/> <b>(501) 371-2000</b></p> <p><a href="http://www.adhe.edu">www.adhe.edu</a></p> <p><a href="#">Complaint form</a></p>  |
| <p><b>California</b></p> | <p><b>California Department of Consumer Affairs</b></p>               | <p><b>Consumer Information Center</b><br/> <b>1625 North Market Blvd., Suite N-112</b><br/> <b>Sacramento, CA 95834</b><br/> <b>(833) 942-1120</b><br/> <b>email: <a href="mailto:dca@cda.ca.gov">dca@cda.ca.gov</a></b></p> <p><a href="http://www.dca.ca.gov/consumers/complaints/oos_students.shtml">www.dca.ca.gov/consumers/complaints/oos_students.shtml</a></p> <p><a href="#">General online complaint form</a></p> |

|                             |  |   |
|-----------------------------|--|---|
| <b>Colorado</b>             | <b>Colorado Department of Higher Education</b>             | <b>1560 Broadway, Suite 1600<br/>Denver, CO 80202</b><br><br><a href="#"><u>Complaint process</u></a>   |
| <b>Connecticut</b>          | <b>Office of Higher Education</b>                          | <b>61 Woodland St.<br/>Hartford, CT 06105-2326<br/>Telephone: 860-947-1822</b><br><br><a href="#"><u>Complaint process</u></a>  |
| <b>Delaware</b>             | <b>Delaware Department of Education</b>                    | <b>Delaware Department of Education<br/>Accountability and Performance<br/>The Townsend Building<br/>401 Federal St., Suite 2<br/>Dover, DE 19901<br/>(302) 735-4090</b><br><br><a href="http://doe.k12.de.us"><u>doe.k12.de.us</u></a> |
| <b>District of Columbia</b> | <b>District of Columbia Education Licensure Commission</b> | <b>810 First St. NE<br/>9<sup>th</sup> Floor<br/>Washington, DC 20002</b><br><br><a href="#"><u>Complaint form</u></a>  |

**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  
Education  
Commission**

**2082 E. Exchange Place, Suite 220  
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](#)**

|                        |   |  |
|------------------------|---|--|
| <p><b>Illinois</b></p> | <p><b>Illinois Board of Higher Education</b></p>      | <p><b>1 N. Old State Capitol Plaza, Suite 333<br/>Springfield, IL 62701-1377<br/>Institutional Complaint Hotline:<br/>217-782-2551</b></p> <p><a href="#"><u>Complaint process</u></a></p>   |
| <p><b>Indiana</b></p>  | <p><b>Indiana Board for Proprietary Education</b></p> | <p><b>Board for Proprietary Education<br/>Indiana Commission for Higher Education<br/>101 W. Ohio St., Suite 300<br/>Indianapolis, IN 46204-4206<br/>(317) 464-4400</b></p> <p><a href="http://www.in.gov/che/2376.htm"><u>www.in.gov/che/2376.htm</u></a></p> <p><a href="#"><u>Student complaints</u></a><br/><a href="#"><u>Complaint process</u></a></p> |
| <p><b>Iowa</b></p>     | <p><b>Iowa College Student Aid Commission</b></p>     | <p><b>430 E. Grand Ave.<br/>5<sup>th</sup> Floor<br/>Des Moines, IA 50309-1920<br/>Telephone: 515-725-3400</b></p> <p><a href="#"><u>College aid</u></a><br/><a href="#"><u>Complaint process</u></a></p>  |
| <p><b>Kansas</b></p>   | <p><b>Kansas Board of Regents</b></p>                 | <p><b>1000 SW Jackson St., Suite 520<br/>Topeka, KS 66612-1368<br/>Telephone: 785-296-3421</b></p> <p><a href="#"><u>Complaint process</u></a></p>   |
| <p><b>Kentucky</b></p> | <p><b>Kentucky Council on</b></p>                     | <p><b>Director of Postsecondary Licensing<br/>Council on Postsecondary Education<br/>1024 Capitol Center Drive</b></p>   |

Postsecondary  
Education

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 College  
Accreditation**

**3825 Ridgewood Road  
Jackson, MS 39211-6453  
Telephone: 601-432-6372  
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](#)



|                              |   |   |
|------------------------------|---|---|
| <p><b>New Jersey</b></p>     | <p><b>New Jersey<br/>Secretary of<br/>Higher<br/>Education</b></p>  | <p><b>20 W. State St., 4th Floor<br/>P.O. Box 542<br/>Trenton, NJ 08625-0542<br/>Telephone: 609-292-7225</b></p> <p><b><a href="#">Complaint process</a></b></p>  |
| <p><b>New Mexico</b></p>     | <p><b>New Mexico<br/>Higher<br/>Education<br/>Department</b></p>  | <p><b>2044 Galisteo St., Suite 4<br/>Santa Fe, NM 87505<br/>Telephone: 505-476-8400</b></p> <p><b><a href="#">Complaint form</a></b></p>  |
| <p><b>New York</b></p>       | <p><b>Office of<br/>College and<br/>University<br/>Evaluation<br/>New York<br/>State<br/>Education<br/>Department</b></p> | <p><b>89 Washington Ave., Room 969 EBA<br/>Albany, NY 12234<br/>Telephone: 518-474-1551<br/>Fax: 518-486-2779</b></p> <p><b><a href="#">Filing a complaint</a></b></p>  |
| <p><b>North Carolina</b></p> | <p><b>North Carolina<br/>Post-Secondary<br/>Education<br/>Complaints</b></p>  | <p><b>North Carolina Post-Secondary Education<br/>Complaints<br/>c/o Student Complaints<br/>University of North Carolina System Office<br/>223 S. West Street, Suite 1800<br/>Raleigh, North Carolina 27603</b></p> <p><b>Phone: 919-962-4550</b><br/><b>Websites:</b></p> <ul style="list-style-type: none"> <li>• <b><a href="#">Student complaint process</a></b></li> <li>• <b><a href="#">Student complaint form</a></b></li> <li>• <b><a href="#">North Carolina Post-Secondary Education Complaints</a></b></li> </ul> |

|              |  |   |
|--------------|--|---|
| North Dakota | Director of<br>Distance<br>Education &<br>State<br>Authorization                                 | 600 E. Capital Ave.<br>Bismarck, ND 58501-1217<br>Telephone: 701-328-2678<br><br><a href="#">Filing a complaint</a>             |
| Ohio         | Ohio<br>Department of<br>Higher<br>Education   | 25 S. Front St.<br>Columbus, OH 43215<br>Telephone: 614-466-6000<br><br><a href="#">Filing a complaint</a>                      |
| Oklahoma     | Oklahoma<br>State Regents<br>for Higher<br>Education   | 655 Research Parkway, Suite 200<br>Oklahoma City, OK 73104<br>Telephone: 405-225-9100<br><br><a href="#">Complaint process</a>  |
| Oregon       | Higher<br>Education<br>Coordinating<br>Commission  | ATTN: Complaints-ODA<br>775 Court St. NE<br>Salem, OR 97301<br>Telephone: 503-947-5716<br><br><a href="#">Complaint process</a> |
| Pennsylvania | Bureau of<br>Postsecondary<br>& Adult<br>Education<br>Pennsylvania<br>Department of<br>Education | 333 Market St., 12th Floor<br>Harrisburg, PA 17126-0333<br><br><a href="#">Complaint form</a>                                   |
| Puerto Rico  | Puerto Rico<br>Council on  | P.O. Box 19900<br>San Juan, PR 00910-1900   |

**Higher  
Education**

**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: [dsps.wi.gov/Pages/Programs/EducationalApproval/Default.aspx](https://dsps.wi.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](#)**