SHEEO State Authorization Survey:

Student Complaint Information by State and Agency

Chart Includes Information for States in which Mount St. Joseph University is Authorized for Online Programs

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| State | Agency Name | Link to Information about Complaint Process |
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| Alaska | Alaska Commission on Postsecondary Education | Complainant may request form at: [EED.ACPE-IA@alaska.gov](mailto:EED.ACPE-IA@alaska.gov) |
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| Arizona | Arizona State Board for Private Postsecondary Education | <https://ppse.az.gov/complaint> |
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| California | California Bureau for Private Postsecondary Education | <http://www.bppe.ca.gov/enforcement/complaint.shtml> |
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| Colorado | Colorado Department of Higher Education | <http://highered.colorado.gov/Academics/Complaints/default.html> |
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| Connecticut | Connecticut Office of Higher Education | <http://www.ctohe.org/StudentComplaints.shtml> |
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| Georgia | Nonpublic Postsecondary Education Commission | <http://www.gnpec.org/MainMenu.asp> |
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| Hawaii | Hawaii Postsecondary Education Authorization Program | <http://cca.hawaii.gov/hpeap/student-complaint-process/> |
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| Idaho | Idaho State Board of Education | <http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp> |

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| State | Agency Name | Link to Information about Complaint Process |
| Illinois | Illinois Board of Higher Education | Institutional Complaint Hotline: (217) 557-7359 The Board receives general information email at [info@ibhe.org](mailto:info@ibhe.org) Students seeking to register a complaint about an institution are required to submit the complaint in writing. Complaint processing as relates to maintenance of institutional approvals is described in 23 Illinois Administrative Rules Sections 1030.70 and 1030.80. |
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| Indiana | Indiana Commission for Higher Education | <http://www.in.gov/che/2744.htm> |
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| Kentucky | Kentucky Council on Postsecondary Education | To file a complaint, please write a letter or submit your complaint via [cpeconsumercomplaint@ky.gov](mailto:cpeconsumercomplaint@ky.gov) containing the following information:  Name of Student (or Complainant) Complainant Address Email Address Phone Number Name of Institution Location of the Institution (City) Dates of Attendance A full description of the problem, any relevant documentation that will support the complaint such as correspondence, and the desired outcome.  Send Letter To: Director of Postsecondary Licensing Council on Postsecondary Education 1024 Capital Center Drive, Suite 320 Frankfort, KY 40601 |

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| State | Agency Name | | Link to Information about Complaint Process |
| Maine | Maine Department of Higher Education | | Harry W. Osgood Higher Education Specialist Maine Department of Education Augusta, Maine 04333 207-624-6846 [harry.osgood@maine.gov](mailto:harry.osgood@maine.gov) |
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| Michigan | Michigan Department of Licensing and Regulatory Affairs | | <http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396---,00.html> |
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| Mississippi | Mississippi Commission on College Accreditation | | <http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf> |
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| Missouri | Missouri Department of Higher Education | | <http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf> |
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| Nebraska | Nebraska Coordinating Commission for Postsecondary Education | | <http://nebraskalegislature.gov/laws/statutes.php?statute=85-2418> |
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| Nevada | Nevada Commission on Postsecondary Education | <http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm> | |
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| New Hampshire | New Hampshire Department of Education | | <http://www.education.nh.gov/highered/colleges/index.htm> |
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| New Jersey | New Jersey Secretary of Higher Education | | No complaint procedure currently included on website:  <http://www.nj.gov/highereducation/index.shtml> |

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| State | Agency Name | Link to Information about Complaint Process |
| New Mexico | New Mexico Higher Education Department | <http://www.hed.state.nm.us/Complaint_3.aspx> |
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| New York | New York Office of College and University Evaluation | <http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORM.html> |
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| Oklahoma | Oklahoma State Regents for Higher Education | <http://www.okhighered.org/current-college-students/complaints.shtml> |
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| Pennsylvania | Pennsylvania Department of Education | <http://www.education.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474> |
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| Rhode Island | Rhode Island Board of Governors for Higher Education | <http://www.ribghe.org/8a1031912.pdf> |
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| South Carolina | South Carolina Commission on Higher Education | <http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf> |
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| Tennessee | Tennessee Higher Education Commission Division of Postsecondary School Authorization | <http://tn.gov/thec/Divisions/LRA/PostsecondaryAuth/ComplaintForm.pdf> |
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| Texas | Texas Higher Education Coordinating Board | <http://www.thecb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D> |
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| Utah | Utah Division of Consumer Protection | <http://consumerprotection.utah.gov/complaints/index.html> |

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| State | Agency Name | Link to Information about Complaint Process |
| Vermont | Vermont State Board of Education Through the Vermont Agency of Education | <http://education.vermont.gov/documents/EDU-VTAOE-Complaint_Resolution_for_Postsecondary_Education.pdf> |
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| Virginia | State Council of Higher Education for Virginia | The student must exhaust the school’s grievance procedure prior to submitting a complaint to SCHEV.  The complaint is submitted online at the following link: [http://www.schev.edu/students/studentcomplaint.asp](http://www.schev.edu/students/studentcomplaint.asp%20) |
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| Washington | Washington Student Achievement Council | Karen Oelschlager Program Administrator Washington Student Achievement Council P.O. Box 43430 Olympia, WA 98504-3430 360-753-7869 [kareno@wsac.wa.gov](mailto:kareno@wsac.wa.gov) |

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