

**SHEEO State Authorization Survey:
Student Complaint Information by State and Agency**

Please note: Whenever possible this report used language provided by the state agency through the SHEEO Survey. In some cases email correspondence and web site reviews were also incorporated.

State	Agency Name	Link to and/or Information about Complaint Process
Alabama	Alabama Commission on Higher Education - Alabama Community College System	The Alabama Community College System (ACCS) is committed to respecting and supporting the work of its member institutions and to provide a quality educational experience for all students. A student who has complaints for in-state institutions will have to exhaust all rights under the institution's official complaint/grievance policy before advancing with any complaint to the ACCS. If a student's complaint remains unresolved, the student may appeal to the ACCS using the provided complaint form and mail it to the address provided in the document at the link: http://www.ache.state.al.us/Content/Departments/NRI/federal-reg.pdf
	Alabama Commission on Higher Education - State Authorization Reciprocity Agreements	Students under out-of-state institutions need to utilize all available administrative procedures allowed by the institution before they can complete a formal written complaint to the Portal Agency (ASPA). The complaint form can be found on their website at: http://www.ache.alabama.gov/Content/SARA/StudentComp.pdf
Alaska	Alaska Commission on Postsecondary Education	The Alaska Commission on Postsecondary Education (ACPE) processes complaints alleging violations of state institutional authorization law relative to postsecondary institutions or programs in Alaska. The complaint investigation process is described in AS 14.48.130 and 20 AAC 17.130-145 . Students are encouraged to pursue the complaint process at their institutions prior to contacting ACPE. To request a complaint form please send an email to: EED.ACPE-IA@alaska.gov . For questions or assistance relative to complaints please contact: Kierke Kussart, Program Coordinator for Institutional Authorization (907-465-6741) EED.ACPE-IA@alaska.gov . For more information, visit the Alaska Commission on Postsecondary Education website at: https://acpe.alaska.gov/ConsumerProtection
Arizona	Arizona State Board for Private Postsecondary Education	Complaint forms can be found on the following website: https://ppse.az.gov/complaint
Arkansas	Arkansas Department of Higher Education	Students are recommended to complete their institutions complaint process before submitting any complaint forms to the Arkansas Department of Higher Education (ADHE). If the grievance has not been solved, students can fill in the online complaint form to the ADHE, provided on their website at: http://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/

State	Agency Name	Link to and/or Information about Complaint Process
	Arkansas State Board of Private Career Education	If a student believes that their rights have been violated the Board suggests to seek resolution by following the schools complaint process. If the problem is not solved at the school level, the student may contact the board at 501-683-8000 and next steps will be taken in the complaint process. More information can be found on their website at: http://www.sbpce.arkansas.gov/complaint-process
California	California Bureau for Private Postsecondary Education	In the event students believe an institution's administrative processes or educational programs are compromised and not up to the required minimum standards, the Bureau for Private Postsecondary Education should be notified. A complaint may be filed by filling in a form which can be found on this link http://www.bppe.ca.gov/forms_pubs/complaint.pdf or calling the Bureau's Enforcement Section at the following address and telephone number: Bureau for Private Postsecondary Education 2535 Capitol Oaks Drive, Suite 400 Sacramento, CA 95833 (916)431-6959 Anyone may file a complaint if they believe an approved institution has violated the laws governing the institution's operation. Complaints are most often received from students, their families, other members of the private postsecondary education industry, law enforcement agencies, and other regulatory agencies. For more information, visit the Bureau website at: http://www.bppe.ca.gov/enforcement/complaint.shtml
Colorado	Colorado Department of Higher Education	Prior to filing a complaint with the Colorado Department of Higher Education (CDHE), students must follow the appeal procedures at their Institution of Higher Education. To file a complaint against a public or private institution, students will have to submit an online complaint form found on the Department website at: https://higher.ed.colorado.gov/Academics/Complaints/default.html
	Colorado Department of Higher Education, Division of Private Occupational Schools	Students who have complaints/grievances about a private occupational school may file an online complaint to the Department by submitting an online form found on their website at: https://higher.ed.colorado.gov/DPOS/Students/complaint.html
Connecticut	Connecticut Office of Higher Education	If students believe that a Connecticut independent college, a career school or an institution participating in the State Authorization Reciprocity Agreement (SARA) has not fulfilled its promises, they may file a complaint with the Office of Higher Education. Before contacting the Office of Higher Education, students must first exhaust the school's internal grievance or complaint procedures. To file a complaint with the Office of Higher Education, complete and send in an Initial Review Form that can be found on their website at: https://www.ctohe.org/studentcomplaints.shtml
Delaware	Delaware Department of Education	The Delaware Department of Education will investigate complaints that are in writing and verified by the signature of the person making the complaint. Please write or call at the address and number provided for more information. The Delaware Department of Education; Teacher and Administrator Quality; John W. Collette Resource Center; 35 Commerce Way; Dover, DE 19904. 302-857-3388 For more information, visit their website at https://www.doe.k12.de.us/

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District of Columbia	District of Columbia Higher Education Licensure Commission	Consumers who have experienced a violation of the Higher Education Licensure Commission (HELC) statute or regulations should complete the complaint form provided by the Licensure Commission and submit all supporting documents. The form and mailing address can be found on their website at: https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints
Florida	Florida Department of Education, Commission for Independent Education	If students believe that any public college, university or vocational-technical schools, or any nonpublic postsecondary institutions have not fulfilled its promise, they may file a complaint with the various departments that oversee the postsecondary institutions. Contact information for the various departments can be found by following this website: http://www.fl DOE.org/policy/cie/file-a-complaint.stml
Georgia	Nonpublic Postsecondary Education Commission	The Georgia Nonpublic Postsecondary Education Commission seeks to assure that authorized institutions maintain procedures and standards of procedural fairness through which students can bring complaints to the attention of the institution. If students have utilized and completed their institution's grievance procedure but the resolution is not satisfactory, students may then appeal to the Commission. A formal complaint must be submitted in accordance with the Commission's Complaint Procedures by using its online complaint form which can be found at this link: https://gnpec.georgia.gov/student-complaint-forms . The complaint must include documentation of the basis of the complaint and of the final determination from the institution indicating no further institutional review is available. For more information, visit the Commission website at: https://gnpec.georgia.gov/student-complaints
Hawaii	Hawaii Post-secondary Education Authorization Program	Students may file a complaint with the Hawaii Post-secondary Education Authorization Program (HPEAP) after they have exhausted all administrative remedies available at the institution. Students will have to complete and submit the HPEAP complaint form which can be found at this link: http://cca.hawaii.gov/hpeap/forms/student-forms/ . For more information, visit the HPEAP website at: http://cca.hawaii.gov/hpeap/student-complaint-process/
Idaho	Idaho State Board of Education	Students are encouraged to work through their school's internal grievance process to resolve any school disputes. If after a completion of that process the issues have not been resolved, students may file a complaint with the appropriate agency. Complaints regarding the violation of state laws related to private postsecondary education institutions and proprietary schools registration may be made by completing and submitting a complaint form to the Executive Director of the State Board of Education. The complaint form can be found on the website at: https://boardofed.idaho.gov/higher-education-private/proprietary-schools-non-degree-granting/student-complaint-procedures/ . Students who wish to appeal a SARA institution's decision, must submit a formal student complaint form, and submit all appeals documentation to the Office of the State Board of Education. The complaint form can be found on the website at: https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/state-authorization-reciprocity-agreement-sara/complaint-procedures/

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Illinois	Illinois Board of Higher Education	Students must first make all attempts to resolve the matter at hand with the institution before making a complaint or update an existing complaint with the Illinois Board of Higher Education. The online complaint forms can be found on the website at: http://complaints.ibhe.org/
Indiana	Indiana Commission for Higher Education	The Commission for Higher Education is responsible for responding to formal complaints against public, independent non-profit and proprietary institutions of higher education in Indiana. If students have concerns related to classroom situations which have not been resolved satisfactorily, or if the complaint cannot be resolved, the student should file a complaint through the complaint form of the Commission. The online complaint form can be found on the website at: https://www.in.gov/che/2744.htm
	Indiana Department of Workforce Development	The Office for Career and Technical Schools (OCTS) is responsible for extending accreditation to post-secondary proprietary schools that are non-credit-bearing and non-degree-granting. Students from such institutions may file a complaint with the OCTS by completing the online student complaint form found on the link: http://www.in.gov/dwd/files/Student_Complaint_Form.pdf More information on supporting documents can be found on their website at: http://www.in.gov/dwd/2731.htm
Iowa	Iowa College Student Aid Commission	The Iowa College Student Aid Commission accepts concerns and complaints from any student attending an Iowa school, regardless of the student's state of residency, and from an Iowa resident attending any school in the United States. Students may submit their complaints through the Student Dispute Resolution Form found on their website at: https://www.iowacollegeaid.gov/sdrf-start
Kansas	Kansas Board of Regents	It is the goal of the Kansas Board of Regents to insure that the institutions subject to Board authority comply with the applicable laws as they provide educational training and programs. Students with a complaint about a private or out-of-state school operating in Kansas must use the online submission form and provide the requested information. The online complaint form can be found on the website at: https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process
Kentucky	Kentucky Council on Postsecondary Education	A non-resident student attending a Kentucky college or university operating through the State Authorization Reciprocity Agreement (SARA) must first exhaust all internal procedures for complaint resolution offered by the college or university before filing a complaint. To report an issue with a college or university operating in Kentucky, students should send an email or letter to the council. More information on supporting information, email, and address of the Council can be found on their website at: http://cpe.ky.gov/campuses/consumer_complaint.html
	Kentucky Commission on Proprietary Education	The Commission is charged with licensing and regulating privately owned for-profit proprietary schools doing business in Kentucky. To file a complaint against an institution, students should fill in the complaint form and submit it to the commission via mail. The form can be found at http://www.kcpe.ky.gov/forms/FormtoFileaComplaint.pdf

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Louisiana	Louisiana Board of Regents	Students who are unable to resolve a complaint with the college/university, or feel that not all issues were resolved with the final disposition of the college/university may appeal to the Louisiana Board of Regents. The student must file a formal complaint using the complaint form found on their website at: https://regents.la.gov/divisions/planning-research-and-academic-affairs/institutional-licensure/sara/
Maine	Maine Department of Education	Complaints should first go through the institution's own procedures for resolution of grievances. Once the student has exhausted the formal complaint process at his/her host postsecondary institution, the student may file with the Department by completing and submitting the form provided at http://www.maine.gov/doe/highered/sara/sara-complaint-form.pdf More information about supporting documents can be found on their website at: http://www.maine.gov/doe/highered/sara/
Maryland	Maryland Higher Education Commission	Students must first exhaust the complaint/grievance procedures established by the institution before submitting a complaint to the Maryland Higher Education Commission. If the complaint has not been resolved appropriately by the institution, the complainant may submit an official complaint to the MHEC provided on their website. A signed form must be submitted to MHEC with copies of supporting documentation included. The complaint forms can be found in their complaint process document on their website at: http://mhec.maryland.gov/institutions_training/Documents/acadaff/Student%20Complaint%20Process%20-%202018%20Revisions.pdf
Massachusetts	Massachusetts Department of Higher Education	To initiate a complaint about a Massachusetts college or university, a student must complete the online complaint form which can be found on their website at: http://www.mass.edu/forstufam/complaints/complaints.asp
	Massachusetts Division of Professional Licensure Office of Private Occupational School Educational	Students who wish to initiate a complaint against an occupational school may file a complaint by completing and mailing the form provided on the Office's website. This form and address can be found at: http://www.mass.gov/ocabr/docs/dpl/complaint.pdf More information about professional occupational schools can be found on their website at: http://www.mass.gov/ocabr/government/oca-agencies/dpl-ip/schools/students/information-for-students.html
Michigan	Michigan Department of Licensing and Regulatory Affairs	Corporations, Securities & Commercial Licensing (CSCL) Bureau is responsible for responding to formal complaints against authorized public, independent non-profit and proprietary institutions of higher education providing distance education from Michigan or out-of-state institutions of higher education providing distance education in Michigan. Prior to completing CSCL's complaint form, students should attempt to resolve their issues with the institution of higher education they are of have attended. If the student is unable to resolve the complaint through the institutions complaint process they can file a complaint with CSCL. They should complete the complaint form and submit it along with any supporting documentation. The complaint form, supporting information required, and mailing address can be found at: https://www.michigan.gov/documents/lara/Post-Secondary_Student_Complaints_498839_7.pdf

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Minnesota	Minnesota Office of Higher Education	To file a complaint, students must fill out and submit the student complaint form provided by the Office of Higher Education, and include as much detail as possible, along with copies of any written documentation. The complaint form can be found on their website at: http://www.ohe.state.mn.us/mPg.cfm?pageID=1078
Mississippi	Mississippi Commission on College Accreditation	If a student has concerns related to academic or administrative actions, the students should first exhaust all available grievance procedures established by the institution. If a student did not receive a satisfactory resolution, the student may file a formal complaint with the Mississippi Commission on College Accreditation (MCCA) using the complaint form and mailing it to the Commission. The complaint form and mailing address can be found at: http://www.mississippi.edu/mcca/downloads/mccastudentcomplaintform.pdf More information on complaint procedure may be found on their website at: http://www.mississippi.edu/mcca/student_complaint_process.asp
	Mississippi Commission on Proprietary School and College Registration	The purpose of the Commission on Proprietary Schools and College Registration is to establish and implement the registration process for schools obtaining and maintaining a certificate of registration, and agent permits. If students experience a problem with a licensed proprietary school, licensed agent working for a registered school or instructor within a licensed proprietary school, students must first use the school's internal established grievance procedure. If the outcome of the problem is not resolved, a written complaint may be filed with the Commission on Proprietary Schools and College Registration (CPSCR). The complaint form can be found at: http://www.sbcjc.cc.ms.us/pdfs/pg/PSComplaintForm.pdf
Missouri	Missouri Department of Higher Education	Exhaustion of all informal and formal institutional processes, including both campus processes and any applicable system processes, is a prerequisite to filing any formal complaint with the Missouri Department of Higher Education (MDHE). If a mutually agreeable resolution cannot be reached at the institutional level, students may proceed with the MDHE's formal complaint process. The complaint must be submitted in writing, using a complaint form provided by the MDHE, and submitted with any other supporting documentation. For more information, visit the complaint resolution process on their website at: https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf
Montana	Montana University System, Montana Board of Regents	Students and prospective students of the Montana University System are required to initially address complaints, including, if applicable, complaints related to State Authorization Reciprocity Agreement (SARA) standards, through the applicable institution's complaint or review procedures. Links for which department to file a complaint under based on the institution can be found on the website at: http://www.mus.edu/MUS-statement-of-complaint-process.asp
Nebraska	Nebraska Department of Education, Private Postsecondary Career Schools	Students may submit complaint forms by completing the Private Postsecondary Career Schools (PPCS) complaint form found on the website at: https://2x9dwr1yq1he1dw6623gg411-wpengine.netdna-ssl.com/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf

	Nebraska Coordinating Commission for Postsecondary Education	The Coordinating Commission for Postsecondary Education is responsible for responding to formal complaints against public, independent non-profit, and most proprietary institutions of higher education that offer degrees in Nebraska. If students have complaints or grievances, they should first exhaust their institutions complaint process. If the student is unable to resolve the complaint, the student must complete the Commission's Student Complaint Form which can be found on: https://ccpe.nebraska.gov/student-complaint-form More information about the relevant departments the student can file a complaint with can be found on the website at: https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions
Nevada	State of Nevada Department of Education	Students should make every effort to resolve the situation at hand with their school. If a mutually satisfactory solution cannot be met at this level, students may contact their Nevada legislative representatives to share their concerns. The representatives may be found on the Commission website at: http://www.doe.nv.gov/home/FAQs/Complaints_FAQ/ For complaints regarding Nevada degree-granting post-secondary institutions participating in the National State Authorization Reciprocity Agreement (SARA), students should complete the complaint form and submit it to the Department. The complaint form and mailing address can be found at: https://nshe.nevada.edu/wp-content/uploads/Academic-Affairs/SARA_Complaint_Resolution_Form_Rev_Protected.pdf More information can be found on the Department website at: https://nshe.nevada.edu/administration/academics-student-affairs/sara/
New Hampshire	New Hampshire Department of Education, Division of Higher Education, Higher Education Commission	Before students submit a complaint to the Division of Higher Education, they must first contact the appropriate official(s) at the institution they are attended or have attended, and follow the grievance procedures outlined in that institution's catalog and Web site. Students may submit a complaint to the Division by completing the online complaint form found on their website: https://www.education.nh.gov/highered/compliance-allegation.htm
New Jersey	New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information	Students may file a complaint by completing and mailing the student conflict resolution form found on the Departments website at: http://www.nj.gov/labor/lwdhome/coei/teu.html#7
	New Jersey Office of the Secretary of Higher Education	For all types of complaints concerning colleges and universities in New Jersey, the first course of action must be to try to resolve the complaint directly with the administration of the college or university involved. Resident students and non-New Jersey residents under the State Authorization Reciprocity Agreement (SARA) may file a complaint by completing a complaint form found at: http://www.state.nj.us/highereducation/documents/pdf/OSHEComplaintForm.pdf More information about exceptional complaint cases and which departments to contact can be found on the website: http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml More information about SARA can be found on the website at: http://www.state.nj.us/highereducation/SARA.shtml
New Mexico	New Mexico Higher Education Department	Students may submit their complaints to the New Mexico Higher Education Department via the online complaint forms available on their website at:

		http://www.hed.state.nm.us/students/
New York	New York Office of College and University Evaluation	The Office of College and University Evaluation will not review a complaint until all grievance procedures at the institution have been followed and all avenues of appeal exhausted and documentation provided that such procedures have been exhausted. The list of specific departments to file complaints with can be found on the website at: http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html Should the complaint not fall into any of the specific departments, students may complete and submit the complaint form provided by the office which can be found at: http://www.highered.nysed.gov/ocue/spr/documents/complaintform-accessible.pdf
	New York Bureau of Proprietary School Supervision, New York State Education Department	Current or past students or employees of a Licensed Private Career School who believe that the school or anyone representing the school has acted unlawfully has the right to file a complaint with the New York State Education Department. The student or employee can complete and submit a complaint form to the Department, which can be found at: http://www.acces.nysed.gov/bpss/student-rights
North Carolina	The University of North Carolina System	If students are unable to resolve a complaint through the institution's grievance procedures, they can complete and submit the Student Complaint Form which can be found at: https://www.northcarolina.edu/sites/default/files/student_complaint_form.pdf More information about the complaint procedure can be found on the University of North Carolina System website at: https://www.northcarolina.edu/complaints
	North Carolina Community College System, Office of Proprietary School Services	Students may complete the complaint form to submit to the Office of Proprietary School Licensing and Services for review. The complaint form and more information on the complaint procedure can be found on their website at: http://www.nccommunitycolleges.edu/proprietary-schools
North Dakota	North Dakota University System	The North Dakota State Board of Higher Education has delegated to North Dakota University System college and university officials authority and responsibility to resolve student and other complaints. The first step in resolving student or other complaints is to attempt to resolve the matter directly with the administration of the involved institutions under established institution complaint procedures. The relevant departments to file student complaints based on the cases is provided on their website at: https://www.ndus.edu/makers/procedures/ndus/default.asp?PID=465&SID=57
Ohio	Ohio Department of Higher Education	If the student has a complaint and is unable to resolve it through the institution of higher education's established complaint process, the student should contact the Ohio Department of Higher Education (ODHE) using the online complaint form which can be found at: https://www.ohiohighered.org/students/complaints
	Ohio State Board of Career Colleges and Schools	Any person adversely affected by the actions of a registered school may file a complaint with the State Board of Career Colleges and Schools. To file a complaint against a registered school, the complaint form provided should be filled and forwarded to the State Board of Career Colleges and Schools. More information and the complaint form can be found on their website at: http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx

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Oklahoma	Oklahoma State Regents for Higher Education	If the student pursues a complaint via the institution's formal procedures for complaints to the highest level possible and still perceives the concerns have not been adequately addressed, the student may file a complaint against a higher education institution in Oklahoma with the Oklahoma State Regents for Higher Education (OSRHE). Complaints must be submitted via the online student complaint form which can be found on their website at: http://www.okhighered.org/current-college-students/complaints.shtml
	Oklahoma Department of Career and Technology Education	Any complaints can be submitted to Paula Bowles, Communications and Marketing-Chief Communications and Marketing Officer at paula.bowles@careertech.ok.gov Alternatively, students can complete and submit the complaint form provided on their website: https://www.okcareertech.org/about/state-agency/policies/comments-or-complaints-policy
	Oklahoma Board of Private Vocational Schools	Students may complete and submit the provided complaint form found on their website: http://obpvs.ok.gov/students
Oregon	Oregon Office of Degree Authorization	Students may file a complaint with the Oregon Office of Degree Authorization, and the procedure varies depending on the type of institution the student attends. More information and complaint forms can be found on their website: http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx
	Oregon Department of Education - Private and Career Schools Office	If a student has a complaint about a private career school, they may complete and submit the provided complaint form. More information on the procedures and the complaint form can be found on their website: http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx
Pennsylvania	Pennsylvania Department of Education, Division of Higher Education	To file a formal complaint against a postsecondary institution, students will have to fill in a complaint form provided by the department according to the type of institution they are in. The complaint form can be found on their website at: http://www.education.pa.gov/postsecondary-adult/college%20and%20career%20education/pages/students-complaints.aspx
Puerto Rico	Puerto Rico Council on Education	Any individual affected by an action of a Higher Education institution that constitutes a violation or to any of the terms of a license granted by the Puerto Rico Council on Education (PRCE), may file a complaint before the PRCE. The complaint must be filed in writing, in original and copy thereof, signed under oath before a public notary by the complainant(s). The complaint form and procedures can be found at: http://www2.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf

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Rhode Island	Rhode Island Board of Governors for Higher Education	Any student complaints must be first filed in accordance with any student complaint procedures currently in place at the student's institution before resolution is sought from the Board's Office of Higher Education or the institution's accreditation body. Written complaints and supporting documentation should be filled with the Commissioner of Higher Education at the Rhode Island Office of Higher Education, and they will be reviewed accordingly. The details of where these documents should be sent to can be found on their complaint procedure document found on their website at: http://www.ribghe.org/pdfs/BOGStudentComplaintProcessII011012.pdf
South Carolina	South Carolina Commission on Higher Education	If students are unable to resolve the complaint through the institution and various entities, the student may file a complaint with the Commission on Higher Education. The complaint can be filed by filling in a complaint form and submitting it to the Commission. The complaint form can be found on their website along with their complaint procedures at: http://www.che.sc.gov/Portals/0/CHE_Docs/academicaffairs/license/Complaint_Procedures_and_Form.pdf
South Dakota	South Dakota Board of Regents	Complainants who processed their complaints through institutional complaint procedures but remain dissatisfied with the outcome of the institutional process may request that the SARA administrator review the institutional resolution of the complaint. Students should complete and submit the complaint resolution form which can be found on their website, along with more information on complaint procedures: https://www.sdbor.edu/administrative-offices/academics/SD-SARA/Pages/default.aspx
Tennessee	Tennessee Higher Education Commission, Division of Postsecondary School Authorization	Students may complete the complaint form against institutions authorized by the Tennessee Higher Education Commission and regulated by the Division of Postsecondary School Authorization, which can be found on their website: https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html
Texas	Texas Workforce Commission	If the school is unable to resolve the problem, or the student does not wish to follow the school's process, the student may submit a complaint with Texas Workforce Commission (TWC). Students have to complete a student complaint form, and submit it to TWC. The form can be found on their website: http://www.twc.state.tx.us/jobseekers/career-schools-colleges-students#howToSubmitAComplaintAgainstASchool
	Texas Higher Education Coordinating Board	After exhausting the institution's grievance/complaint process, current, former, and prospective students may initiate a complaint with Texas Higher Education Coordinating Board (THECB) by submitting the required forms along with evidence of their completion of their institution's complaint procedures. Students may use various methods of submitting complaints, which can be found on their website: http://www.thecb.state.tx.us/index.cfm?objectid=AC6FA0BC-F5DB-16DE-6B667C083DFB5B98
Utah	Utah System of Higher Education	Students may submit an online complaint form to the Utah System of Higher Education on their website at: https://higheredutah.org/submitcomplaints/

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Vermont	Vermont State Board of Education, Vermont Department of Education	If a student believes that all avenues of institutional policy have been exhausted, the student may send information about a violation to the Vermont Agency of Education in writing so that Agency can direct the complaint appropriately. More information about specific details to include and recipient address can be found on their website at: http://education.vermont.gov/sites/aoe/files/documents/edu-postsecondary-program-complaint-resolution.pdf
Virginia	State Council of Higher Education for Virginia	If a student has exhausted the avenues provided by the institution and the complaint has not been resolved internally, students can submit a "Student Complaint Form" to the State Council of Higher Education for Virginia (SCHEV). The online complaint form can be found on their website along with the complaint procedures at: http://www.schev.edu/index/students-and-parents/resources/student-complaints
Washington	Washington Student Achievement Council	Students may begin the complaint process by completing the online complaint form found on their website: http://www.wsac.wa.gov/student-complaints
	Washington Workforce Training and Education Coordinating Board	To make a complaint with the Workforce Board, students have to complete and mail the complaint form to the Board. More information on the process and access to the complaint form can be found on their website: http://www.wtb.wa.gov/PCS_Complaints.asp
West Virginia	West Virginia Higher Education Policy Commission	If, after exhausting internal grievance procedures, the institution of higher education has not responded to the complainant's satisfaction or a satisfactory remedy has not been found, the complainant may contact the Council/Commission for further investigation into the issue. The student must complete the Student Complaint form and submit it to the Council/Commission. More information and the complaint form can be found on the website at: http://www.wvhepc.edu/wp-content/uploads/2015/10/Complaint-Form2.pdf
	West Virginia Council for Community & Technical College Education	If, after exhausting internal grievance procedures, the institution of higher education has not responded to the complainant's satisfaction or a satisfactory remedy has not been found, the complainant may contact the Council/Commission for further investigation into the issue. The student must complete the Student Complaint form and submit it to the Council/Commission. More information and the complaint form can be found on the website at: http://wwctcs.org/student-complaints/
Wisconsin	Wisconsin Educational Approval Program	Before filing a complaint with the Educational Approval Program (EAP), state law requires students to try to resolve the matter with the school. If the matter is not resolved, a complaint may be filed with the EAP using the Student Complaint form provided. The form can be found on their website at: http://eab.state.wi.us/resources/complaint.asp

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Wyoming	Wyoming Department of Education	Complaints relating to different topics have to be submitted to the respective departments. More information on which department to submit a complaint to, along with the respective procedures can be found on their website at: https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/
*Based upon the SHEEO (State Higher Education Executive Officers) "Compendium of (State Authorization) Laws and Regulatory Practices," this summary was created with support from WCET's (WICHE Cooperative for Educational Technologies) State Authorization Network. SHEEO and WCET collaborated in directing the work of NCHEMS (National Center for Higher Education Management Systems) in gathering, updating, and compiling the information.		