

State Complaint Processes

Most states require that a student exhaust their options within the school's grievance process prior to contacting their agency with a complaint. Please refer to the University Catalog for current policies at www.jpatholic.com/catalog.

An individual may contact the Bureau for Private Postsecondary Education for review of a complaint. The bureau may be contacted at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, <http://www.bppe.ca.gov>, telephone: (916) 431-6924, fax: (916) 263-1897.

Information is listed by state, below.

Alabama

There is no complaint procedure specific to students enrolled in postsecondary institutions. Consumer complaints may be filed with Office of the Attorney

General

501 Washington Avenue
Montgomery, Alabama 36104
<http://www.ago.state.al.us>

Alaska

Commission on Postsecondary Education
PO Box 110505 Juneau, AK 99811-0505
customer.service@alaska.gov

Office of Attorney General Consumer Protection Unit 1031 W. Fourth Avenue,
Suite 200 Anchorage, AK 99501
attorney.general@alaska.gov

Arizona

State Board for Private Postsecondary Education
1400 W. Washington Street, Phoenix, AZ 85007
<http://azppse.state.az.us>

Arkansas

Higher Education Coordinating Board Arkansas Department of Higher
Education 114 East Capitol Ave Little Rock, AR 72201
<http://www.adhe.edu>

California

Bureau for Private Postsecondary Education
P.O. Box 980818 W. Sacramento, CA 95798-0818
<http://www.bppe.ca.gov>

Colorado

Department of Higher Education
1560 Broadway, Suite 1600 Denver, Colorado 80202
<http://highered.colorado.gov>

Connecticut

Office of Higher Education
61 Woodland St., Hartford, CT 06105-2326
<http://www.ctohe.org>

Delaware

Department of Education
The Townsend Building
401 Federal St., Ste. 2
Dover, DE 19901
dheo@doe.k12.de.us

District of Columbia

Education Licensure Commission
810 First Street, NE 9th Floor Washington, DC 20002
<http://seo.dc.gov>

Florida

Department of Education, Commission for Independent Education
325 W. Gaines Street Suite 1414 Tallahassee, FL 32399-0400
<http://www.fldoe.org>

Georgia

Nonpublic Postsecondary Education Commission
2082 E Exchange Pl. #220 Tucker, GA 30084-5334
<http://rules.sos.state.ga.us>

Hawaii

State Board of Education
P.O. Box 2360 Honolulu Hawaii 96804
<http://www.hawaiiboe.net>

Idaho

State Board of Education
Attn: State Coordinator for Private Colleges and Proprietary Schools
650 West State Street P.O. Box 83720 Boise, ID 83720-0037
<http://www.boardofed.idaho.gov>

Illinois

Board of Higher Education

431 East Adams 2nd Floor, Springfield, Illinois 62701-1404

<http://www.ibhe.state.il.us>

Indiana

Commission for Higher Education

101 W. Ohio Street, Suite 550 Indianapolis, Indiana 46204-1984

<http://www.in.gov>

Iowa

College Student Aid Commission

430 East Grand Ave., Des Moines, IA 50309

<https://www.iowacollegeaid.gov>

Kansas

Board of Regents

1000 SW Jackson, Suite 520 Topeka, KS 66612-1368

<http://www.kansasregents.org>

Kentucky

Council on Postsecondary Education

1024 Capital Center Dr #320 Frankfort, KY 40601-7512

<http://cpe.ky.gov>

Louisiana

Board of Regents

1201 N. Third St., Suite 6-200, Baton Rouge, LA 70802

<http://regents.state.la.us>

(Note: link to complaint process not found)

Maine

Department of Education, Office of Higher Education Services

23 State House Station Augusta, ME 04333-0023

Note: no established consumer complaint process for students enrolled in out-of-state postsecondary institutions could be found.

Maryland

Higher Education Commission

Complaints shall be addressed to:

Consumer Protection Division Office of the Attorney General

200 Saint Paul Place Baltimore, Maryland 21202

<http://www.mhec.state.md.us/higherEd>

Massachusetts

Department of Higher Education
One Ashburton Place, Room 1401, Boston, MA 02108
<http://www.mass.edu/forstudents/complaints>

Michigan

Department of Licensing and Regulatory Affairs (LARA)
P.O. Box 30004, Lansing, MI 48909
<http://www.michigan.gov>

Minnesota

Office of Higher Education
1450 Energy Park Drive, Suite 350, St. Paul, MN 55108
<http://www.ohe.state.mn.us>

Mississippi

Commission on College Accreditation
3825 Ridgewood Road, Jackson, MS 39211
<http://www.mississippi.edu>

Missouri

Department of Higher Education
205 Jefferson Street P.O. Box 1469 Jefferson City, MO 65102-1469
There is no complaint procedure specific to students enrolled in postsecondary institutions. The attorney general has provisions for filing general consumer complaints, which can be found at: <http://ago.mo.gov/consumercomplaint.htm>

Montana

University System, Office of the Commissioner of Higher Education
2500 Broadway Street, PO Box 203201, Helena, MT 59620-3201
<http://mus.edu/mus-statement-of-complaint-process.asp>

Nebraska

Coordinating Commission for Postsecondary Education
140 N. 8th Street Suite 300 Lincoln, NE 68508
Note: Students with complaints against out-of-state institutions offering exclusively online programs, should address their complaints to the home state of the institution or the Nebraska Attorney General's Consumer Protection Division at http://www.ago.ne.gov/consumer_protection

Nevada

Commission on Postsecondary Education
8778 South Maryland Parkway Suite 115, Las Vegas, Nevada 89123
<http://www.cpe.state.nv.us>

New Hampshire

Department of Education, Division of Higher Education, Higher Education Commission
01 Pleasant Street, Concord, NH 03301-3494

<http://www.education.nh.gov>

New Jersey

Commission of Higher Education
20 West State Street 4th floor, PO Box 542 Trenton, NJ 08625-0542

<http://www.state.nj.us/highereducation/>

Note: no established consumer complaint process for students enrolled in out-of-state postsecondary institutions could be found.

New Mexico

Higher Education Department
5201 Eagle Rock Ave NE, Albuquerque, NM 87113

<http://www.hed.state.nm.us>

New York

State Education Department
89 Washington Avenue Albany, New York 12234

<http://www.highered.nysed.gov>

North Carolina

Complaints involving out-of-state institutions may be filed with the Post-Secondary Education Complaints, c/o Assistant Director of Licensure and Workforce Studies, University of North Carolina General Administration. 910 Raleigh Road, Chapel Hill, NC 27515-2688

North Dakota

Complaints involving out-of-state institutions may be filed with the Office of Attorney General, Consumer Protection & Antitrust Division
Gateway Professional Center, 1050 East Interstate Ave. Ste. 200, Bismarck, ND 58503-5574

<http://www.ag.nd.gov/CPAT/CPAT.htm>

Ohio

Board of Regents

<https://www.ohiohighered.org>

Note: no established consumer complaint process for students enrolled in out-of-state postsecondary institutions could be found.

Oklahoma

State Regents for Higher Education
655 Research Parkway, Suite 200, Oklahoma City, OK 73104
<http://www.okhighered.org>

Note: no established consumer complaint process for students enrolled in out-of-state postsecondary institutions could be found.

Oregon

Office of Degree Authorization
775 Court St NE; Salem, OR 97301

All complaints about schools under our regulatory jurisdiction or an exempt status approved by this office are handled by Office of Degree Authorization (ODA) staff. Complaints about exempt schools are referred to the Attorney General's office.

Pennsylvania

Department of Education – Postsecondary and Adult Education
333 Market Street, 12th Fl | Harrisburg, PA 17126-0333
<http://www.portal.state.pa.us>

Rhode Island

Board of Governors for Higher Education
Shepard Bldg. 80 Washington St.
Providence, RI 02903
<http://www.ribghe.org/students.htm>

South Carolina

Commission on Higher Education
1333 Main Street, Suite 200, Columbia, SC 29201
<http://www.che.sc.gov>

South Dakota

Office of the Attorney General

Note: no established consumer complaint process for students enrolled in out-of-state postsecondary institutions could be found.

Link to general consumer complaints: <http://atg.sd.gov>

Tennessee

Higher Education Commission
404 James Robertson Parkway Suite 1900 Nashville, TN 37243
<http://www.tn.gov>

Texas

No established consumer complaint process for students enrolled in public postsecondary institutions could be found.

To file a complaint, follow the complaint procedures in the school's catalog. If the issue is not resolved, contact the school's accrediting agency. If the school is not accredited by a recognized accreditor but has degree granting authority, send a written complaint to the Coordinating Board at Texas Higher Education Coordinating Board, Academic Affairs and Research, P.O. Box 12788, Austin, Texas 78711.

Utah

Division of Consumer Protection
160 East 300 South Salt Lake City, Utah 84111

No established consumer complaint process for students enrolled in out-of-state postsecondary institutions could be found.

Link to general consumer complaints: <http://consumerprotection.utah.gov>

Vermont

Department of Education
120 State Street - Montpelier, VT 05620-2501
<http://education.vermont.gov>

Virginia

State Council of Higher Education for Virginia
101 N. 14th Street 9th floor James Monroe Building
Richmond, VA 23219
<http://www.schev.edu>

Washington

Student Achievement Council
917 Lakeridge Way SW | Olympia, WA 98502
<http://www.wsac.wa.gov>

West Virginia

There is no complaint procedure specific to students enrolled in postsecondary institutions. Consumer complaints may be filed with the Attorney General's office.

Attorney General, Capitol Complex Building 1, Room E-26, 1900 Kanawha Blvd E, Charleston, WV 25305
<http://www.ago.wv.gov>

Wisconsin

Educational Approval Board
201 W. Washington Avenue, 3rd Floor · Madison, WI 53703
<http://eab.state.wi.us>

Wyoming

There is no complaint procedure specific to students enrolled in postsecondary institutions. Consumer complaints may be filed with the Attorney General's office.

123 Capitol Building, 200 West 24th Street
Cheyenne, WY 82002

<http://ag.wyo.gov>