

STATE	AGENCY CONTACT INFORMATION	COMPLAINT PROCESS INFORMATION AND/OR LINKS <i>Please Note: Every effort is made to provide accurate information on a regular basis, but Virginia Tech is not responsible for changes or updates to agency processes and/or websites. If you encounter a broken website link, please try entering the link directly into your browser's address bar or utilize the contact information to contact the agency directly for the most up-to-date information. Thank you.</i>
ALABAMA	<p>Alabama Commission on Higher Education Office of Institutional Effectiveness and Planning P. O. Box 302000 Montgomery, AL 36130-2000 334-242-2179</p> <p>Alabama Department of Postsecondary Education Office of Private School Licensing Division 334-293-4651</p> <p>Alabama Office of the Secretary of State 334-242-7221</p>	<p>Complaints for out of state institutions are referred to the licensing agency, Alabama Department of Postsecondary Education (ADPE) for response. http://www.accs.cc/newlicense/Complaints.aspx</p> <p>For in-state institutions, contacts are posted to the ACHE website. http://www.ache.alabama.gov/</p>
ALASKA	<p>Alaska Commission on Postsecondary Education PO Box 110505 Juneau, AK 99811-0505 907-465-6741</p>	<p>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. http://acpe.alaska.gov/EDUCATOR-SCHOOL/Postsecondary_Institutions/Consumer_Protection</p> <p>A student is encouraged to pursue the complaint/grievance process at their institution prior to contacting ACPE. This process is outlined in the institution's catalog. To request a complaint form please send an email to: EED.ACPE-IA@alaska.gov.</p>
ARIZONA	<p>Arizona State Board for Private Postsecondary Education 1400 W. Washington Street Room 260 Phoenix, AZ 85007 602-542-5769</p>	<p>Student complaint procedure and form can be found on the Arizona State Board for Private Postsecondary Education website: https://ppse.az.gov/complaint</p>
ARKANSAS	<p>Arkansas Department of Higher Education Arkansas Higher Education Coordinating Board (AHECB) 114 East Capitol Ave Little Rock, AR 72201 501-371-2060</p>	<p>Arkansas Higher Education Coordinating Board (AHECB) student complaint procedure can be found on their website: http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIX.pdf</p>
CALIFORNIA	<p>California Bureau for Private Postsecondary Education 2535 Capitol Oaks Drive, Suite 400 Sacramento, CA 95833 916-431-6924</p>	<p>Student complaint procedure and form can be found on the California Bureau for Private Postsecondary Education website: http://www.bppe.ca.gov/enforcement/complaint.shtml</p>

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COLORADO	Colorado Department of Higher Education Commission on Higher Education 1560 Broadway, Suite 1600 Denver, CO 80202 303-866-4209	Student complaint procedure and form can be found on the Colorado Department of Higher Education Commission on Higher Education website: http://highered.colorado.gov/Academics/Complaints/default.html
CONNECTICUT	Connecticut Office of Higher Education Education & Employment Information Center 61 Woodland Street Hartford, CT 800-842-0229	We ask that students first exhaust their school's internal grievance or complaint procedures. If the student's concern remains unresolved, he/she may submit a written complaint form to our agency. A description of the complaint process is available at http://www.ctohe.org/StudentComplaints.shtml
DELAWARE	Delaware Department of Education The Townsend Building 401 Federal Street, Suite 2 Dover, DE 19901-3639 302-857-3388	The Delaware Department of Education will investigate complaints. Such complaints must be in writing and verified by the signature of the person making the complaint. Oral, anonymous or unsigned complaints will not be investigated. Until the website is fully functional, please write or call for more information. http://www.doe.k12.de.us/site/default.aspx?PageID=1
DISTRICT OF COLUMBIA	District of Columbia Education Licensure Commission 810 First Street NE, 2nd Floor Washington, DC 20002 202-724-2095	Student complaint procedure and form can be found on the District of Columbia Education Licensure Commission website: http://osse.dc.gov/service/education-licensure-commission-elic-public-complaints
FLORIDA	Commission for Independent Education Florida Department of Education 325 W. Gaines Street, Suite 1414 Tallahassee, FL 32399-0400 cieinfo@fldoe.org	Student complaints should be mailed to address to the left or emailed to amy.lefstead@fldoe.org. For more information, please see website: http://www.fldoe.org/policy/commission-for-independent-edu/file-a-complaint.stml
GEORGIA	Georgia Nonpublic Postsecondary Education Commission 2082 East Exchange Place, Suite 220 Tucker, Georgia 30084-5305 770-414-3300	Student complaint information and form can be found on the Georgia Nonpublic Postsecondary Education Commission website: http://gnpec.org/consumer-resources/
HAWAII	Hawaii Post-Secondary Education Authorization Program (HPEAP) Department of Commerce and Consumer Affairs P.O. Box 541 Honolulu, HI 96809 hpeap@dcca.hawaii.gov	Student complaint process can be found on the Hawaii Post-Secondary Education Authorization Program website: http://cca.hawaii.gov/hpeap/student-complaint-process/ Student complaint form can be found at: http://cca.hawaii.gov/hpeap/forms/student-forms/

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IDAHO	Idaho State Board of Education State Coordinator for Private Colleges & Proprietary Schools 650 West State Street, (PO Box 83720) Boise, ID 83720-0037 208-334-2270	Complaint process described in IDAPA 08.01.11.500. Instructions and form are available at: http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp
ILLINOIS	Illinois Board of Higher Education 431 East Adams, 2nd Floor Springfield, Illinois 62701 217- 557-7359 tapia@ibhe.org	Institutional Complaint Hotline: (217) 557-7359 The Board receives general information email at 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. http://www.ibhe.org/consumerInfo/complaint.htm
INDIANA	Indiana Commission for Higher Education (CHE) Indiana Board for Proprietary Education 101 W. Ohio Street, Suite 670 Indianapolis, IN 46204-1984 317-464-4400 Indiana Department of Workforce Development 317-234-8338 dedge1@dwd.in.gov	Student complaint process and form can be found at the Indiana Commission for Higher Education website: http://www.in.gov/che/2744.htm Student complaint process and form can be found at the Indiana Department of Workforce Development website: http://www.in.gov/dwd/2731.htm
IOWA	Iowa College Student Aid Commission 430 East Grand Ave., FL 3 Des Moines, IA 50309 515-725-3413	Student complaint process and form can be found at the Iowa College Student Aid Commission website: https://www.iowacollegeaid.gov/content/constituent-request-review
KANSAS	Kansas Board of Regents 1000 SW Jackson, Ste 520 Topeka, KS 66612 785-296-4917 jjohnson@ksbor.org	Student complaint process can be found at the Kansas Board of Regents website: http://www.kansasregents.org/students/university_student_complaints

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KENTUCKY	Kentucky Council on Postsecondary Education 1024 Capital Center Dr, Suite 320 Frankfort, KY 40601-7512 502.573.1555, ext. 350 sarah.levy@ky.gov	Consumer Complaint Procedure. A person with a complaint or grievance involving misrepresentation against a college licensed under this administrative regulation shall make a reasonable effort to resolve the complaint or grievance directly with the college. If a mutually satisfactory solution cannot be reached, the procedures established in this section shall be followed. (1) A person shall submit a written complaint to the president which contains evidence relevant to the complaint and documentation that a reasonable effort was made to resolve the complaint directly with the college. (2) The president shall require an institution to file a written response setting forth acts concerning the consumer complaint, including a statement on the current status of the complaint, and any resolution of the complaint. (3) The president shall review the facts as presented and may intervene to bring the matter to a satisfactory conclusion through facilitation, but the facilitation shall not include legal action on behalf of any party. To file a complaint, please write a letter or submit your complaint via 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 attention of: Director of Postsecondary Licensing at the address to the left
LOUISIANA	Louisiana Board of Regents P.O. Box 3677 Baton Rouge, LA 70821	Louisiana Board of Regents does not have a process for handling complaints about postsecondary institutions or programs. The Louisiana Office of the Attorney General Office of Consumer Disputes would handle a complaint. The Consumer disputes process can be found on their website: https://www.ag.state.la.us/article.aspx?articleID=36&catID=15

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MAINE	Maine Department of Higher Education 23 State House Station Augusta, ME 04333-0023 207-624-6846 harry.osgood@maine.gov	Complaints: Procession of Complaints A. Investigations The Department shall cause to be investigated all complaints of noncompliance with the rules. Complaints shall be addressed to the Department in writing with specific facts and allegations and signed by the complainant. The school shall be notified of any complaints which are to be investigated. Complaints should be sent to the Higher Education Specialist at the address to the left. B. Dismissal If, upon investigation, the Department concludes that there is no reasonable evidence of noncompliance with the requirements of this rule, it shall dismiss that complaint and notify both the school and the complainant of its action. C. Further Action If upon preliminary investigation, the Department determines that there is reasonable evidence of non-compliance with the rule, the Department shall take further action. This may included but is not limited to: <ul style="list-style-type: none"> • Further investigation by staff or agents of the Department; • Referral of investigation to other authorities; • Holding a fact-finding hearing which shall not be an adjudicatory hearing; • Holding a meeting with school officials; • Bringing action in Superior Court to enjoin any person from violating this Chapter.
MARYLAND	Maryland Higher Education Commission 6 N. Liberty Street, 10th Floor Baltimore, MD 21201 410-767-3301	Student complaint process and form can be found at the Maryland Higher Education Commission website: http://mhec.maryland.gov/highered/acadaff/mhecstudentcomplaintprocess.pdf
MASSACHUSETTS	Massachusetts Department of Higher Education One Ashburton Place, Room 1401 Boston, MA 02108 617-994-6950	Student complaint process and form can be found at the Massachusetts Department of Higher Education website: http://www.mass.edu/forstudents/complaints/complaintprocess.asp
MICHIGAN	Michigan Department of Licensing and Regulatory Affairs Corporations, Securities, & Commercial Licensing Bureau Enforcement Division PO Box 30018 Lansing, MI 48909 517-241-9202	Student complaint process and form can be found at the Michigan Department of Licensing and Regulatory Affairs website: http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396---,00.html
MINNESOTA	Minnesota Office of Higher Education Registration & Licensing 1450 Energy Park Drive, Suite 350 St. Paul, MN 55108 651-259-3975 or 1-800-657-3866 info.ohe@state.mn.us	Student complaint process can be found at the Minnesota Office of Higher Education website: http://www.ohe.state.mn.us/mPg.cfm?pageID=1078

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MISSISSIPPI	Mississippi Commission on College Accreditation 3825 Ridgewood Road Jackson, MS 39211 601-432-6372 www.mississippi.edu/mcca/	Student complaint process and form can be found at the Mississippi Commission on College Accreditation website: http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf
MISSOURI	Missouri Department of Higher Education 205 Jefferson Street P.O. Box 1469 Jefferson City, MO 65102-1469 info@dhe.mo.gov	Student complaint process can be found at the Missouri Department of Higher Education website: http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf
MONTANA	Montana University System Office of the Commissioner of Higher Education 2500 Broadway PO Box 203201 Helena, Montana 59620-3201 406-444-6570	Student complaint process can be found at the Montana University System Office of the Commissioner of Higher Education website: http://mus.edu/MUS-Statement-of-Complaint-Process.asp
NEBRASKA	Nebraska's Coordinating Commission for Postsecondary Education Academic Programs P.O. Box 95005 Lincoln, NE 68509-5005 kathleen.fimple@nebraska.gov	Student complaint process can be found at the Nebraska Legislature website: http://nebraskalegislature.gov/laws/statutes.php?statute=85-2418 Currently, Nebraska would direct complaints from Nebraska students enrolled in an out-of-state institution to the home state of the institution or to the Nebraska Attorney General's Consumer Protection Division at: http://www.ago.ne.gov/complaint
NEVADA	Nevada Commission on Postsecondary Education 3663 East Sunset Road Suite 202 Las Vegas, Nevada 89120	Student complaint information can be accessed at the Nevada Commission on Postsecondary Education website: http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm The student complaint form can be accessed at: http://www.cpe.state.nv.us/CPE%20Applications.htm
NEW HAMPSHIRE	New Hampshire Department of Education Division of Higher Education - Higher Education Commission 101 Pleasant Street Concord, NH 03301 603-271-0256 edward.mackay@doe.nh.gov	Student complaint process can be found at the New Hampshire Department of Education Division of Higher Education - Higher Education Commission website: http://www.education.nh.gov/highered/compliance-allegation.htm

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NEW JERSEY	<p>New Jersey Secretary of Higher Education State of New Jersey Higher Education P.O. Box 542 Trenton, NJ 08625-0542 Phone: 609-292-4310 www.state.nj.us/highereducation</p> <p>New Jersey Office of the Attorney General Division of Consumer Affairs P.O. Box 45025 Newark, New Jersey 07101 973-504-6200</p>	<p>The consumer complaints form may be utilized for student complaints at the New Jersey Office of the Attorney General Division of Consumer Affairs website: http://www.nj.gov/oag/ca/complaint/ocp.pdf</p>
NEW MEXICO	<p>New Mexico Higher Education Department 2048 Galisteo Street Santa Fe, NM 87505 (505) 476-8418 Diane.Vigil@state.nm.us</p>	<p>The student complaint form can be accessed at the New Mexico Higher Education Department website: http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx</p>
NEW YORK	<p>New York State Education Department Bureau of Proprietary School Supervision Investigations and Audit Unit 116 West 32nd Street, 5th Floor New York, NY 10001</p>	<p>The student complaint form can be accessed at the New York State Education Department website: http://www.acces.nysed.gov/bpss/students/documents/ComplaintForm.pdf</p>
NORTH CAROLINA	<p>The University of North Carolina Board of Governors 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 27514 telephone (919) 962-4558 studentcomplaint@northcarolina.edu</p>	<p>If the complaint cannot be resolved after exhausting the institution's grievance procedure, the individual may file a complaint with: Post-Secondary Education Complaints, c/o Assistant Director of Licensure and Workforce Studies, University of North Carolina General Administration (contact information to the left). The individual may contact UNC General Administration for further details.</p>

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NORTH DAKOTA	<p>North Dakota University System Distance Education and State Authorization 1815 Schafer St., Ste. 202 Bismarck, ND 58501-1217 tanya.spilovoy@ndus.edu</p> <p>Parrell D. Grossman, Director Office of Attorney General Consumer Protection and Antitrust Division Gateway Professional Center 1050 East Interstate Avenue, Ste. 200 Bismarck, ND 58503 701-328-5570 pgrossman@nd.gov</p>	<p>If you are a North Dakota resident attending a distance education program at a SARA (State Authorization Reciprocity Agreement) institution in another state, you will need to begin the complaint process at the institution you attend. In the event that institutional processes do not result in a successful resolution of your complaint, the SARA Portal Agency of that state is responsible for final resolution of the complaint. Complaints can also be filed with the Office of Attorney General's office (contact information to the left).</p>
OHIO	<p>The Ohio Board of Regents 30 East Broad Street, 36th floor Columbus, OH 43215-3414</p> <p>Ohio State Board of Career Colleges and Schools 35 East Gay Street, Suite 403 Columbus, OH 43215-3138</p>	<p>The Ohio Board of Regents does receive student complaints. Students are encouraged to try to resolve their issue through their institution's formal grievance procedures. If the student's issue is not resolved through this process, the agency may then contact the institution on the student's behalf and request that institution work with the student to resolve the issue. If the grievance involves an issue that violates the agency's standards for authorization, the agency would contact the institution to determine the severity of the issue and what agency action would be taken.</p> <p>Student complaint process for the Ohio State Board of Career Colleges and Schools can be found at the website: http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx</p>
OKLAHOMA	<p>Oklahoma State Regents for Higher Education 655 Research Parkway Suite 200 Oklahoma City, OK 73104 405-225-9141</p>	<p>Current and prospective student complaints are handled through Oklahoma State Regents for Higher Education (OSRHE) Academic Affairs Office by reviewing the circumstances of the complaint and providing the individual with contact information for the most appropriate campus office with the authority to resolve the complaint. If the individual has exhausted the process for review and appeal at the institution and believe the complaint is unresolved, OSRHE staff requests permission to contact the institution on their behalf to identify any possible resolution. OSRHE staff remains in contact with the student to determine if their issue has been resolved or adequately addressed. For more information, please call 405-225-9141.</p>
OREGON	<p>Office of Degree Authorization Higher Education Coordinating Commission 1500 Valley River Drive, Suite 100 Eugene, OR 97401 503-947-5977 Juan.baez-arevalo@state.or.us</p>	<p>All complaints about schools under our regulatory jurisdiction or an exempt status approved by this office are handled by ODA staff. Complaints about exempt schools are referred to the Attorney General's office.</p> <p>We accept written or email complaints. When a complaint is received, we first evaluate the information to substantiate its relevance to Oregon rules and statutes. If the complaint appears to have merit or indicate non-compliance on the part of the school, we contact the school to request information regarding the case. All correspondence is kept in the school's file. We continue to mediate between the student and the school until it we receive an indication that the complaint is unfounded or resolved.</p>

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PENNSYLVANIA	Pennsylvania Department of Education- Postsecondary and Adult Education Division of Higher & Career Education 333 Market Street, 12th Fl Harrisburg, PA 17126-0333 717-783-8228 ra-collunivseminfo@pa.gov www.education.state.pa.us	Student complaint process and form can be found at the Pennsylvania Department of Education website: http://www.education.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474
PUERTO RICO	The Puerto Rico Council on Education PO BOX 19900 San Juan PR 00910-1900 787-641-7100 http://www.ce.pr.gov/	For complaints about Higher Education Institutions, please reference: Chapter IX Section 61.2 of Regulation 8265 of October 2012 or contact the executive director for more information: Mrs. Carmen L. Berríos Rivera, 787-641-7100, cberrios@ce.pr.gov
RHODE ISLAND	Rhode Island Office of Higher Education The Shepard Building, 80 Washington Street, Suite 524 Providence, RI 02903 401-456-6000	Student complaint process can be found at the Rhode Island Board of Governors for Higher Education website: http://www.ribghe.org/8a1031912.pdf
SOUTH CAROLINA	South Carolina Commission on Higher Education Academic Affairs and Licensing 1122 Lady Street, Suite 300 Columbia, SC 29201 803-737-2260 www.che.sc.gov	Student complaint process and form can be found at the South Carolina Commission on Higher Education website: http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf
SOUTH DAKOTA	South Dakota Secretary of State's Office South Dakota Attorney General 1302 E. Highway 14, Suite 1 Pierre, SD 57501-8501 605-773-3215	South Dakota has no formal process for handling complaints related to postsecondary institutions, so student complaints can be directed to the South Dakota Attorney General's Office (contact information to the left).

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TENNESSEE	Tennessee Higher Education Commission Division of Postsecondary School Authorization 404 James Robertson Parkway, Suite 1900 Nashville, TN 37243 615-741-0662 lynda-lu.perrin@tn.gov	Student complaint form can be found at the Tennessee Higher Education Commission's website: http://tn.gov/thec/Divisions/LRA/PostsecondaryAuth/ComplaintForm.pdf The investigation and further review of complaints will occur in accordance with the following provisions: -Complaints shall be signed and submitted through hand delivery, mail, electronic mail or facsimile. -Commission staff will investigate all written complaints. -Any named institution and/or agent will receive a copy of the complaint and be provided an opportunity to respond to all allegations contained in the complaint. -As part of the investigation process, Commission staff may work with the complainant and the named institution and/or agent to effectuate a settlement. -Following the completion of the investigation, Commission staff will provide to all parties written findings and conclusions, including any determinations with regard to the complainant's receipt of a refund or other monetary relief or the assessment of a fine or other adverse action. The written findings and conclusions will contain a date by which an aggrieved party may submit a request for further review by the Executive Director as provided for in Rule 1540-01-02-.02(2)(b).
TEXAS	Texas Higher Education Coordinating Board Office of General Counsel P.O. Box 12788 Austin, Texas 78711-2788 william.franz@thecb.state.tx.us	The first step is to follow the complaint procedures in the institution's catalog, student handbook, and/or those listed on the institution's website. If the issue is not resolved, contact either the Texas Workforce Commission's Career School section at 512.936.3100 (certificate /diploma program issues) or the Texas Higher Education Coordinating Board's Office of General Counsel (degree-granting program issues). THECB forms needed to initiate a complaint are available at THECB's Student Complaints website at: THECB Student Complaint Website: http://www.thecb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D . Complaints can be filed either by email to StudentComplaints@thecb.state.tx.us, or by mail to the Texas Higher Education Coordinating Board, Office of General Counsel, P.O. Box 12788, Austin, Texas 78711-2788. For your information, you can find the THECB's Student Complaint Procedure at 19 TAC Part 1, Chapter 1, Subchapter E: http://info.sos.state.tx.us/pls/pub/readtac\$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y
UTAH	Utah Division of Consumer Protection 160 East 300 South Salt Lake City, Utah 84111 801-530-6601 consumerprotection@utah.gov	If the complaint cannot be resolved after exhausting the institution's grievance procedure, the individual may file a complaint with The Utah Division of Consumer Protection: http://consumerprotection.utah.gov/complaints/index.html
VERMONT	Vermont State Board of Education Vermont Agency of Education 120 State Street Montpelier, VT 05620 802-828-5402 cathy.hilgendorf@state.vt.us	Student complaint process can be found at the Vermont Agency of Education website: http://education.vermont.gov/documents/EDU-VTAOE-Complaint_Resolution_for_Postsecondary_Education.pdf
VIRGINIA	State Council of Higher Education for Virginia 101 N. 14TH St. James Monroe Building Richmond, VA 23219	The student must exhaust the school's grievance procedure prior to submitting a complaint to SCHEV. The student complaint process and form can be submitted online at the following link: http://www.schev.edu/students/studentcomplaint.asp SCHEV will not respond to anonymous complaints.

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WASHINGTON	Washington Student Achievement Council P.O. Box 43430 Olympia, WA 98504-3430 360-753-7869 kareno@wsac.wa.gov	Students may submit a formal complaint to the Washington Student Achievement Council, provided it is against an institution authorized by the Washington Student Achievement Council and is within one year of the last date of attendance.
WEST VIRGINIA	West Virginia Higher Education Policy Commission 1018 Kanawha Blvd., E. Suite 700 Charleston, WV 25301 304-558-0261 kbutler@hepc.wvnet.edu	Student complaints are addressed in Section 14 of Series 20 and details are listed on the West Virginia Higher Education Policy Commission website: https://www.wvhepc.org/resources/133-20.pdf
WISCONSIN	Wisconsin Educational Approval Board P.O. Box 8696 Madison, WI 53708-8696 608-266-1996 blanca.james@eab.wisconsin.gov	Student complaint process and form can be found at the Wisconsin Educational Approval Board website: http://eab.state.wi.us/resources/complaint.asp
WYOMING	Wyoming Department of Education Hathaway Building, 2nd Floor 2300 Capitol Avenue Cheyenne, WY 82002-0050 307-777-6210	Student complaint form can be found at the Wyoming Department of Education website: http://edu.wyoming.gov/downloads/schools/student-complaint-form.pdf