

# Student Complaint Information by State and Agency

## June 2021 update

Villanova University provides students and prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaints.

- For information on filing a complaint with the Middle States Commission on Higher Education, please visit <https://www.msche.org/complaints/>. The Commission expects individuals to attempt to resolve the issue through the institution's own published grievance procedures prior to submitting a complaint to the Commission.
- For information regarding filing complaints with State approval or other licensing agencies please see below.

### Distance Education:

Villanova University is committed to offering courses and programs to a geographically diverse population of students. To do so, it must seek approval where necessary and applicable to offer education to students while they are physically located outside of the state of Pennsylvania. Please refer to the [Important Notices for Distance Education Students](#).

### State Authorization Reciprocity Agreements (SARA)

Learn more about SARA:

- [Student complaint process](#)
- [SARA Portal Entity Contacts](#)
- [SARA State Agency List](#)

### Filing a Complaint within Pennsylvania

- Contact the [Pennsylvania Department of Education](#).

### Veteran Affairs Complaints:

Students using the GI Bill can submit a complaint with the U.S. Department of Veterans Affairs due to a school or employer's failure to follow the Principles of Excellence using the [VA GI Bill Feedback Tool](#).

### Out of State Complaints:

If you live outside of Pennsylvania, you can file a complaint in the state where you reside. View state agency information for your state or territory in the following list.

<b>State</b>	<b>Agency Name</b>	<b>Link to and/or Information about Complaint Process- (for in-state complaints and activities outside of SARA)</b>
Alabama	Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning	Complaints for out-of-state institutions are referred to the ACCS Private School Licensure. Please see the ADPE link below. For in-state institutions, contacts are posted to the ACHE website at <a href="http://ache.edu/ACHE_Reports/Forms/NRI/federal-reg.pdf">http://ache.edu/ACHE_Reports/Forms/NRI/federal-reg.pdf</a> on Page 7
	ACCS Private School Licensing Division	<a href="https://www.accs.edu/about-accs/private-school-licensure/complaints/">https://www.accs.edu/about-accs/private-school-licensure/complaints/</a>
Alaska	Alaska Commission on Postsecondary Education	<a href="https://acpe.alaska.gov/ConsumerProtection">https://acpe.alaska.gov/ConsumerProtection</a>
American Samoa		unknown
Arizona	Arizona State Board for Private Postsecondary Education	<a href="https://ppse.az.gov/complaint">https://ppse.az.gov/complaint</a>
Arkansas	Arkansas Department of Higher Education	<a href="https://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/grievance-form">https://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/grievance-form</a>
	Arkansas State Board of Private Career Education	<a href="https://www.adhe.edu/private-career-education/students/">https://www.adhe.edu/private-career-education/students/</a>
California	California Department of Consumer Affairs	<a href="https://www.dca.ca.gov/consumers/complaints/oos_students.shtml">https://www.dca.ca.gov/consumers/complaints/oos_students.shtml</a>

Colorado	Colorado Department of Higher Education AND Private Occupational Schools	<a href="https://highered.colorado.gov/filing-student-complaint">https://highered.colorado.gov/filing-student-complaint</a>
Connecticut	The Office of Financial and Academic Affairs for Higher Education	<a href="http://www.ctohe.org/StudentComplaints.shtml">http://www.ctohe.org/StudentComplaints.shtml</a>
Delaware	Delaware Department of Education	<a href="https://www.doe.k12.de.us/domain/226">https://www.doe.k12.de.us/domain/226</a>
District of Columbia	Education Licensure Commission	<a href="https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints">https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints</a>
Federated States of Micronesia		unknown
Florida	Commission for Independent Education- Department of Education	<a href="http://www.fldoe.org/policy/cie/file-a-complaint.stml">http://www.fldoe.org/policy/cie/file-a-complaint.stml</a>
Georgia	Nonpublic Postsecondary Education Commission	<a href="https://gnpec.georgia.gov/student-complaints">https://gnpec.georgia.gov/student-complaints</a>
Guam		unknown
Hawaii	Hawaii Post-Secondary Education Authorization Program	<a href="http://cca.hawaii.gov/hpeap/student-complaint-process/">http://cca.hawaii.gov/hpeap/student-complaint-process/</a>
Idaho	Idaho State Board of Education	<a href="https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/">https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/</a>
Illinois	Illinois Board of Higher Education	<a href="http://complaints.ibhe.org/">http://complaints.ibhe.org/</a>

Indiana	Indiana Department of Workforce Development	<a href="https://www.in.gov/dwd/2731.htm">https://www.in.gov/dwd/2731.htm</a>
	Indiana Commission on Proprietary Education	<a href="https://www.in.gov/che/2744.htm">https://www.in.gov/che/2744.htm</a>
Iowa	Iowa College Student Aid Commission	<a href="https://www.iowacollegeaid.gov/StudentComplaintForm">https://www.iowacollegeaid.gov/StudentComplaintForm</a>
Kansas	Kansas Board of Regents	<a href="https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process">https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process</a>
Kentucky	Kentucky Council on Postsecondary Education	<a href="http://cpe.ky.gov/campuses/consumer_complaint.html">http://cpe.ky.gov/campuses/consumer_complaint.html</a>
	Kentucky Commission on Proprietary Education	<a href="http://www.kcpe.ky.gov/">http://www.kcpe.ky.gov/</a>
Louisiana	Louisiana Board of Regents	Students may contact the state AG's office. AG Office may take complaints against any business but does not offer a process to act on complaints for the student's benefit. <a href="https://www.ag.state.la.us/ConsumerDisputes">https://www.ag.state.la.us/ConsumerDisputes</a> No non-SARA complaint process.
	Proprietary Schools	<a href="https://regents.la.gov/students-parents/student-complaint-process/">https://regents.la.gov/students-parents/student-complaint-process/</a>
Maine	Maine Department of Education, Office of Higher Education Services	<a href="https://www.maine.gov/ag/consumer/complaints/complaint_form.shtml">https://www.maine.gov/ag/consumer/complaints/complaint_form.shtml</a> - AG's office - AG Office may take complaints against any business but does not offer a process to act on complaints for the student's benefit.  No posted non-SARA complaint process through the higher education agency for Maine institutions.
Maryland	Maryland Higher Education Commission	<a href="https://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx">https://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx</a>
Massachusetts	Office of Private Occupational School Education	<a href="http://www.mass.gov/ocabr/government/oca-agencies/dpl-ip/schools/students/information-for-students.html">http://www.mass.gov/ocabr/government/oca-agencies/dpl-ip/schools/students/information-for-students.html</a>
	Massachusetts Department of Higher Education	<a href="https://www.mass.edu/forstufam/complaints/complaints.asp">https://www.mass.edu/forstufam/complaints/complaints.asp</a>

Michigan	Michigan Department of Licensing and Regulatory Affairs	<a href="https://www.michigan.gov/documents/lara/Post-Secondary_Student_Complaints_498839_7.pdf">https://www.michigan.gov/documents/lara/Post-Secondary_Student_Complaints_498839_7.pdf</a>
Minnesota	Minnesota Office of Higher Education	<a href="http://www.ohe.state.mn.us/mPg.cfm?pageID=1078">http://www.ohe.state.mn.us/mPg.cfm?pageID=1078</a>
Mississippi	Mississippi Commission on College Accreditation	<a href="http://www.mississippi.edu/mcca/student_complaint_process.asp">http://www.mississippi.edu/mcca/student_complaint_process.asp</a>
	Commission on Proprietary School and College Registration	<a href="https://nc-sara.org/agency/mississippi-commission-proprietary-school-and-college-registration">https://nc-sara.org/agency/mississippi-commission-proprietary-school-and-college-registration</a> (Topic 8)
Missouri	Missouri Department of Higher Education	<a href="https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf">https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf</a>
Montana	Montana University System, Montana Board of Regents	<a href="http://www.mus.edu/MUS-statement-of-complaint-process.asp">http://www.mus.edu/MUS-statement-of-complaint-process.asp</a>
Nebraska	Nebraska Department of Education, Private Postsecondary Career Schools	<a href="https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf">https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf</a>
	Nebraska Coordinating Commission for Postsecondary Education	<a href="https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions">https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions</a>
Nevada	Nevada Commission on Postsecondary Education	<a href="http://cpe.nv.gov/Students/Students_Home/">http://cpe.nv.gov/Students/Students_Home/</a>
New Hampshire	Department of Education, Division of Higher Education, Higher Education Commission	<a href="https://www.education.nh.gov/pathways-education/higher-education-new-hampshire">https://www.education.nh.gov/pathways-education/higher-education-new-hampshire</a>

New Jersey	New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information	<a href="http://lwd.state.nj.us/labor/lwdhome/coei/teu.html">http://lwd.state.nj.us/labor/lwdhome/coei/teu.html</a>
	Office of the Secretary of Higher Education	<a href="http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml">http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml</a>
New Mexico	New Mexico Higher Education Department	<a href="http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx">http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx</a>
New York	Office of College and University Evaluation	<a href="http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university">http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university</a>
	Adult Career and Continuing Ed. Services	<a href="http://www.acces.nysed.gov/bpss/student-rights">http://www.acces.nysed.gov/bpss/student-rights</a>
North Carolina	The University of North Carolina Board of Governors	<a href="https://studentcomplaints.northcarolina.edu/">https://studentcomplaints.northcarolina.edu/</a>
	The North Carolina Community College System (Office of Proprietary School Services)	<a href="https://www.nccommunitycolleges.edu/proprietary-schools">https://www.nccommunitycolleges.edu/proprietary-schools</a>
North Dakota	North Dakota State Board for Career and Technical Education	<a href="https://www.nd.gov/cte/private-post-inst/">https://www.nd.gov/cte/private-post-inst/</a>
	North Dakota University System	<a href="https://ndus.edu/state-authorization-sara/">https://ndus.edu/state-authorization-sara/</a>
Northern Mariana Islands		unknown
Ohio	The Ohio Board of Regents	<a href="https://www.ohiohighered.org/students/complaints">https://www.ohiohighered.org/students/complaints</a>
	Ohio State Board of Career Colleges and Schools	<a href="http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx">http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx</a>

Oklahoma	Oklahoma State Regents for Higher Education	<a href="https://www.okhighered.org/current-college-students/complaints.shtml">https://www.okhighered.org/current-college-students/complaints.shtml</a>
	Oklahoma Board of Career and Technology Education	<a href="https://www.okcareertech.org/about/state-agency/policies/comments-or-complaints-policy">https://www.okcareertech.org/about/state-agency/policies/comments-or-complaints-policy</a>
	The Oklahoma Board of Private Vocational Schools	<a href="http://obpvs.ok.gov/students#studentforms">http://obpvs.ok.gov/students#studentforms</a> <a href="https://www.oregon.gov/highered/about/Pages/complaints.aspx">https://www.oregon.gov/highered/about/Pages/complaints.aspx</a>
Oregon	Office of Degree Authorization	<a href="https://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx">https://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx</a>
	Department of Education Private and Career Schools Office	<a href="https://www.oregon.gov/ode/learning-options/Pages/Private-Career-Schools.aspx">https://www.oregon.gov/ode/learning-options/Pages/Private-Career-Schools.aspx</a>
Pennsylvania	Department of Education	<a href="https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx">https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx</a>
Puerto Rico	Puerto Rico Council on Education	<b>NONE LISTED - in English</b> <a href="http://www.ce.pr.gov/">http://www.ce.pr.gov/</a> <b>Difficulty with google translate as well.</b>
Republic of Palau		unknown
Republic of the Marshall Islands		<a href="https://www2.ed.gov/about/contacts/state/mh.html">https://www2.ed.gov/about/contacts/state/mh.html</a>
Rhode Island	Rhode Island Board of Governors for Higher Education	<a href="http://www.ribghe.org/students.htm">http://www.ribghe.org/students.htm</a>
South Carolina	South Carolina Commission on Higher Education	<a href="https://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.aspx">https://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.aspx</a>
South Dakota	Secretary of State (South Dakota Attorney General)	<a href="https://consumer.sd.gov/complaintform.aspx">https://consumer.sd.gov/complaintform.aspx</a>
Tennessee	Tennessee Higher Education Commission	<a href="https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html">https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html</a>

Texas	Texas Higher Education Coordinating Board	<a href="https://www.highered.texas.gov/links/student-complaints/">https://www.highered.texas.gov/links/student-complaints/</a>
U.S. Virgin Islands		Unknown
Utah	Utah Division of Consumer Protection	<a href="http://consumerprotection.utah.gov/complaints/index.html">http://consumerprotection.utah.gov/complaints/index.html</a>
Vermont	Vermont State Board of Education	<a href="https://education.vermont.gov/documents/postsecondary-program-complaint-resolution">https://education.vermont.gov/documents/postsecondary-program-complaint-resolution</a>
Virginia	Private & Out-of-State Postsecondary Education, State Council of Higher Education for Virginia	<a href="http://schev.edu/index/students-and-parents/resources/student-complaints">http://schev.edu/index/students-and-parents/resources/student-complaints</a>
Washington	Washington Student Achievement Council	<a href="https://www.wsac.wa.gov/student-complaints">https://www.wsac.wa.gov/student-complaints</a>
	Washington Workforce Training and Educ. Coord. Board	<a href="https://www.wtb.wa.gov/private-career-schools/school-complaints/">https://www.wtb.wa.gov/private-career-schools/school-complaints/</a>
West Virginia	WV Higher Educ. Policy Commission	<a href="https://www.wvhepc.edu/wp-content/uploads/2019/07/Student-Complaint-Process.pdf">https://www.wvhepc.edu/wp-content/uploads/2019/07/Student-Complaint-Process.pdf</a>
	WV Council for Community & Technical College Education	<a href="https://www.wvhepc.edu/wp-content/uploads/2019/07/Student-Complaint-Process.pdf">https://www.wvhepc.edu/wp-content/uploads/2019/07/Student-Complaint-Process.pdf</a>
Wisconsin	Wisconsin Educational Approval Board	<a href="https://dsps.wi.gov/Pages/Programs/EducationalApproval/Student.aspx">https://dsps.wi.gov/Pages/Programs/EducationalApproval/Student.aspx</a>
Wyoming	Wyoming Department of Education	<a href="https://edu.wyoming.gov/blog/2018/12/06/student-complaint-form/">https://edu.wyoming.gov/blog/2018/12/06/student-complaint-form/</a>

\*Originally 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.