

## **CONTACT INFORMATION FOR STUDENT COMPLAINT PROCESS**

### **ACCREDITING AGENCY**

The Higher Learning Commission  
230 South LaSalle Street, Suite 7-500  
Chicago, IL 60604  
[complaints@hlcommission.org](mailto:complaints@hlcommission.org)  
<http://www.hlcommission.org/>

### **HOME STATE\***

*\*Students enrolled from states that are members of the State Authorization Reciprocity Agreement (SARA) should use the contact information to file a complaint if they are unable to resolve a complaint through the University's formal complaint process. As of January 1, 2017, the following states are members of SARA: AL, AK, AZ, AR, CO, CT, DE, GA, HI, ID, IL, IN, IA, KS, KY, LA, ME, MD, MI, MN, MS, MO, MT, NE, NV, NH, NJ, NM, NY, NC, ND, OH, OK, OR, PA, RI, SC, SD, TN, TX, UT, VT, VA, WA, WV, WI, WY and the District of Columbia.*

### **COLORADO**

Colorado Department of Higher Education  
1560 Broadway, Suite 1600  
Denver, CO 80202  
Online Complaint System: <http://higher.ed.colorado.gov/Academics/Complaints/>

### **NON SARA STATE AGENCIES\***

*\*This list includes contact information for all states that have not entered into an agreement through the State Authorization Reciprocity Agreement (SARA), including Puerto Rico. It should not be construed as indicative of which agencies regulate the institution or in which states the institution is licensed or required to be licensed. States, through the relevant agencies or Attorney General Offices, will accept complaints regardless of whether the institution is required to be licensed in that state. All complaints sent to the state department responsible for regulation of private postsecondary education in a state not included in this list will be routed to the home state of the online campus as indicated above.*

### **CALIFORNIA**

California Bureau of Private Postsecondary Education  
P.O. Box 980818  
Sacramento, CA 95798-0818  
[bppe@dca.ca.gov](mailto:bppe@dca.ca.gov)  
[http://www.bppe.ca.gov/forms\\_pubs/complaint.pdf](http://www.bppe.ca.gov/forms_pubs/complaint.pdf)

### **FLORIDA**

Florida Commission on Independent Education  
325 W. Gaines Street, Suite 1414  
Tallahassee, FL 32399-0400  
[cieinfo@fldoe.org](mailto:cieinfo@fldoe.org)  
<http://www.fldoe.org/policy/cie/file-a-complaint.stml>

Florida Office of the Attorney General  
PL-01 The Capitol  
Tallahassee, FL 32399-1050  
[http://myfloridalegal.com/Contact.nsf/Contact?OpenForm&Section=Economic\\_Crimes](http://myfloridalegal.com/Contact.nsf/Contact?OpenForm&Section=Economic_Crimes)

### **MASSACHUSETTS**

Massachusetts Board of Higher Education  
One Ashburton Place, Room 1401

**Revised February 2017**

Boston, MA 02108

<http://www.mass.edu/forstudents/complaints/complaintprocess.asp>

Massachusetts Office of the Attorney General

Public Inquiry and Assistance Center

One Ashburton Place, 18<sup>th</sup> Floor

Boston, MA 02108

[https://www.eform.ago.state.ma.us/ago\\_eforms/forms/piac\\_ecomplaint.action](https://www.eform.ago.state.ma.us/ago_eforms/forms/piac_ecomplaint.action)

**PUERTO RICO**

Puerto Rico Council on Higher Education

P.O. Box 1900

San Juan, PR 00910-1900

Puerto Rico Department of Justice

P.O. Box 9020192

San Juan, PR 00902-0192