

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
<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, 2019, all states except California are members of SARA. The District of Columbia and Puerto Rico are also SARA members.*

COLORADO

Colorado Department of Higher Education
1600 Broadway, Suite 2200
Denver, CO 80202
Online Complaint System: <https://highered.colorado.gov/filing-student-complaint>

NON SARA STATE AGENCIES*

**California is the only state that has not entered into an agreement through the State Authorization Reciprocity Agreement (SARA). This document 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
http://www.bppe.ca.gov/forms_pubs/complaint.pdf