

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, 2017, the following states are members of SARA: AL, AK, AZ, AR, CO, CT, DE, FL, 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
http://www.bppe.ca.gov/forms_pubs/complaint.pdf

MASSACHUSETTS

Massachusetts Board of Higher Education
One Ashburton Place, Room 1401
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, 18th Floor
Boston, MA 02108
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