

## **CONTACT INFORMATION FOR STUDENTS RESIDING IN STATES OTHER THAN PENNSYLVANIA WHO HAVE COMPLAINTS RELATING SPECIFICALLY TO DISTANCE LEARNING**

Pursuant to the United States Department of Education's Program Integrity Rule, the Community College of Allegheny County is required to provide all prospective and current students with the contact information of the state agency or agencies that handle complaints against postsecondary education institutions offering distance learning or correspondence education within that state.

Students residing in other states while enrolled in a course offered by the Community College of Allegheny County are encouraged to utilize the institution's internal complaint or review policies and procedures prior to filing a complaint with the state agency or agencies. However, if the complaint is not resolved through these processes, a student may use the following list to identify the office(s) in the state in which the student resides to which the complaint against any public institution in Pennsylvania may be filed.

Agencies by state where these complaints may be filed:

### **ALABAMA**

There is no complaint procedure specific to students enrolled in postsecondary institutions. Consumers can file consumer complaints with the Consumers Affairs Section of the Alabama Office of Attorney General. The consumer hotline number is 1-800-392-5658 and the link to the complaint form is [http://www.ago.state.al.us/consumer\\_complaint.cfm](http://www.ago.state.al.us/consumer_complaint.cfm).

### **ALASKA**

Complaints against postsecondary institutions may be filed with the Alaska Commission on Postsecondary Education, <http://www.akadvantage.alaska.gov>. Contact person is Coordinator, Institutional Authorization, 907-465-6741. In addition, consumers can file consumer complaints with the Consumer Protection Unit of the Alaska Office of Attorney General. The link to the complaint form is [http://www.law.state.ak.us/pdf/consumer/Form\\_complaint.pdf](http://www.law.state.ak.us/pdf/consumer/Form_complaint.pdf).

### **ARIZONA**

There is no complaint procedure specific to students enrolled in postsecondary institutions. Consumers can file complaints with the Arizona Consumer Information and Complaints Division of the Arizona Attorney General's Office. The telephone number is 1-800-352-8431 and the link to the complaint form is <http://www.azag.gov/consumer/complaintformintro.html>.

### **ARKANSAS**

Complaints involving out-of-state institutions may be filed with the Arkansas Higher Education Coordinating Board of the Arkansas Department of Higher Education, <http://www.adhe.edu>.

Contact person is Coordinator of Institutional Certification, 501-371-2012. In addition, consumers can file complaints with the Arkansas Attorney General Consumer Protection Division. The phone number is 1-800-482-8982. The link to the complaint form is at [http://www.ag.arkansas.gov/consumers\\_consumer\\_complaints.html](http://www.ag.arkansas.gov/consumers_consumer_complaints.html).

## **CALIFORNIA**

Complaints involving out-of-state institutions may be filed with the Bureau for Private Postsecondary Education which is part of the Department of Consumer Affairs, <http://www.bppe.ca.gov>. Contact person is Deputy Bureau Chief, 916-431-6905. The BPPE has a complaint form for students to complete which is available at [http://www.bppe.ca.gov/forms\\_pubs/complaint.pdf](http://www.bppe.ca.gov/forms_pubs/complaint.pdf). There is no separate consumer complaint process.

## **COLORADO**

Complaints involving out-of-state institutions may be filed with the Colorado Department of Higher Education which is authorized to investigate student complaints involving deceptive trade practices. Contact information is Degree Authorization Act Officer, 303-866-2723, Colorado Department of Higher Education/Colorado Commission of Higher Education, <http://highered.colorado.gov/CCHE.html>. In addition, students can file consumer complaints with the Colorado Attorney General's Office. The link to the complaint process is [https://www.coloradoattorneygeneral.gov/departments/consumer\\_protection/file\\_consumer\\_complaint](https://www.coloradoattorneygeneral.gov/departments/consumer_protection/file_consumer_complaint); the phone number for the Attorney General's office is 303-866-4500.

## **CONNECTICUT**

There is no complaint procedure specific to students enrolled in postsecondary institutions. The Connecticut Department of Consumer Protection handles general consumer complaints. The complaint process is available at <http://www.ct.gov/dcp/cwp/view.asp?a=1629&Q=274424> and complaints can be faxed to 860-713-7239.

## **DELAWARE**

There is no complaint procedure specific to students enrolled in postsecondary institutions. The Delaware Department of Justice, Consumer Protection Division, handles consumer fraud complaints. The complaint process is available at <http://attorneygeneral.delaware.gov/consumers/protection/complaint.shtml> and complaints can be faxed to 302-577-6499.

## **DISTRICT OF COLUMBIA**

Complaints involving out-of-state institutions may be filed with the Education Licensure Commission. The contact is Education Compliance Specialist, Education Licensure Commission, 810 First Street, NE, 9th Floor, Washington, DC 20002. The complaint form is available at [http://osse.dc.gov/seo/frames.asp?doc=/seo/lib/seo/elementary\\_and\\_secondary\\_education/may\\_2011/complaint\\_form\\_4\\_11.pdf](http://osse.dc.gov/seo/frames.asp?doc=/seo/lib/seo/elementary_and_secondary_education/may_2011/complaint_form_4_11.pdf). There is no separate consumer complaint process.

## **GEORGIA**

Complaints involving out-of-state institutions may be filed with the Nonpublic Postsecondary Education Commission. Complaints can be filed with the NPEC at 2082 East Exchange Place, Suite 220, Tucker, Georgia 30084, 770-414-3300. The complaint process is available at <http://www.gnpec.org/forms/pdf%20files/ComplaintProcess.pdf>. There is no separate consumer complaint process.

## **HAWAII**

No established consumer complaint process for students enrolled in public postsecondary institutions could be found.

## **IDAHO**

There is no complaint procedure specific to students enrolled in postsecondary institutions. The Idaho Office of Attorney General Consumer Protection Division handles consumer complaints. The description of their complaint process and form is available at <http://www.ag.idaho.gov/consumerProtection/forms/ComplaintFormInformation.html>. Their phone number is 800-432-3545.

## **ILLINOIS**

There is no complaint procedure specific to students enrolled in postsecondary institutions. The Consumer Protection Bureau of the Illinois Attorney General's office handles consumer complaints. The description of their complaint process and complaint form is available at <http://www.illinoisattorneygeneral.gov/consumers/filecomplaint.html>. The address for submitting complaints is Office of Illinois Attorney General, Consumer Protection Bureau, 500 South Second Street, Springfield, Illinois 62706.

## **INDIANA**

There is no complaint procedure specific to students enrolled in public postsecondary institutions which are publicly funded. Consumers can file complaints with the Consumer Protection Division of the Indiana Office of the Attorney General. The link to the Consumer Protection Division of the Indiana Office of the Attorney General is <http://www.in.gov/attorneygeneral/2434.htm>. The link to the online complaint form is <http://12.186.81.50/ConsumerComplaintForm/ConsumerComplaintForm.htm>. The link to the printable complaint form is <http://www.in.gov/attorneygeneral/files/complaint.pdf>. Consumers can also request a complaint form by calling 1-800-382-5516 or (317) 232-6330.

## **IOWA**

Complaints involving out-of-state institutions may be filed with the Iowa College Student Aid Commission which takes complaints from Iowa residents attending school anywhere. The contact phone is: 877-272-4456. The process for filing a complaint with the ICSAC (called Constituent Request for Review) is discussed at: [http://www.iowacollegeaid.gov/index.php?option=com\\_content&task=view&id=149&Itemid=394#constituent](http://www.iowacollegeaid.gov/index.php?option=com_content&task=view&id=149&Itemid=394#constituent).

The link to the complaint form is:

[http://www.iowacollegeaid.gov/index.php?option=com\\_content&task=view&id=149&Itemid=394#constituent](http://www.iowacollegeaid.gov/index.php?option=com_content&task=view&id=149&Itemid=394#constituent) . In addition, students can file complaints with the Consumer Protection Division of the Iowa Office of the Attorney General. The link to the Consumer Protection Division of the Iowa Office of the Attorney General is [http://www.state.ia.us/government/ag/file\\_complaint/index.html](http://www.state.ia.us/government/ag/file_complaint/index.html).

The link to the online complaint form is:

[http://www.state.ia.us/government/ag/file\\_complaint/online\\_complaint\\_form.html](http://www.state.ia.us/government/ag/file_complaint/online_complaint_form.html) . The link to the printable complaint form is:

<http://www.state.ia.us/government/ag/images/pdfs/ConsumerProtectionComplaintForm.pdf> .

## **KANSAS**

Complaints involving out-of-state institutions may be filed with the Kansas Board of Regents, Private/Out-of-State Postsecondary Division. The contact person is Director of Private and Out-of-State Education, (785) 296-4917. The process for filing a complaint with the KBOR is discussed at [http://www.kansasregents.org/private\\_postsecondary\\_complaint\\_process](http://www.kansasregents.org/private_postsecondary_complaint_process) . The link to the complaint form is <http://www.kansasregents.org/resources/PDF/524-ComplaintProcedureandForm.pdf> . In addition, consumers can file complaints with the Kansas Attorney General's Consumer Protection Division. The link to the Kansas Attorney General's Consumer Protection Division is <http://www.ksag.org/page/filing-a-complaint> . The link to the online complaint form is <http://www.ksag.org/page/file-a-complaint> . The link to the printable complaint form is <http://www.ksag.org/files/shared/ComplaintForm.pdf> .

## **KENTUCKY**

Complaints involving out-of-state institutions may be filed with the Kentucky Council on Postsecondary Education. The contact person is the Director of Postsecondary Licensing, (502) 573-1555, ext. 350. In addition, consumers can file complaints with the Consumer Protection Division of the Kentucky Office of the Attorney General. The link to the Consumer Protection Division of the Kentucky Office of the Attorney General is <http://ag.ky.gov/civil/consumerprotection/complaints/> . The link to the complaint form is [http://ag.ky.gov/NR/rdonlyres/19D2FEF3-0666-49B5-A184-38006DA45B2C/0/complaint\\_gen.pdf](http://ag.ky.gov/NR/rdonlyres/19D2FEF3-0666-49B5-A184-38006DA45B2C/0/complaint_gen.pdf) .

## **LOUISIANA**

Complaints involving out-of-state institutions may be filed with the Louisiana Board of Regents PO Box 3677, Baton Rouge, LA 70821-3677. The contact point is the Associate Commissioner for Planning, Research and Performance, Louisiana Board of Regents. An individual may file a written complaint with the Board of Regents. Board of Regents' staff.

## **MAINE**

There is no complaint procedure specific to students enrolled in postsecondary institutions.

Consumers can file consumer complaints with the Consumer Protection Division of the Office of the Maine Attorney General. The link to the complaint form is:

[http://www.maine.gov/ag/consumer/complaints/complaint\\_form.shtml](http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml) .

## **MARYLAND**

Investigation of complaints may be conducted by the Office of the Attorney General or the Maryland Higher Education Commission. Complaints should be directed to:

Maryland Attorney General Consumer Protection Division 200 St. Paul St. Baltimore, MD 21202

410-528-8662 or 888-743-0823 (toll free)

Maryland Higher Education Commission Student Complaint Process

## **MASSACHUSETTS**

Complaints involving out-of-state institutions may be filed with the Department of Higher Education, One Ashburton Place, Room 1401, Boston MA 02180; 617.994.6950

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

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

In addition, consumers can file consumer complaints with the Public Inquiry & Assistance Center of the Office of the Attorney General of Massachusetts. The link to the complaint form is:

[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) .

## **MICHIGAN**

No established consumer complaint process for students enrolled in public postsecondary institutions could be found.

## **MINNESOTA**

Complaints involving out-of-state institutions may be filed with the Minnesota Office of Higher Education. <http://www.ohe.state.mn.us/mPg.cfm?pageID=205>; phone 651-259-3975 or 651-259-3976. In addition, The Minnesota attorney general has a consumer fraud complaint process that includes complaints relating to scholarship and financial aid scams. A Consumer Report Form can be downloaded from the AG's website. The link is: <http://www.ag.state.mn.us/Consumer/Complaint.asp>

## **MISSISSIPPI**

There is no complaint procedure specific to students enrolled in postsecondary institutions. A general consumer complaint process is provided by the attorney general's office. Complaints should be addressed to: Consumer Protection Division, Office of the Attorney General, P.O. Box 22947, Jackson, Mississippi 39225-2947

## **MISSOURI**

There is no complaint procedure specific to students enrolled in postsecondary institutions. The attorney general has provisions for filing general consumer complaints, which can be found at:

<http://ago.mo.gov/consumercomplaint.htm>

## **MONTANA**

Complaints involving out-of-state institutions may be filed with the Attorney General, Department of Justice, P.O. Box 201401, Helena, MT 59620; Phone: (406) 444-2026; Fax: (406) 444-3549; E-mail: [contactdoj@mt.gov](mailto:contactdoj@mt.gov) . Montana State Board of Regents, <http://mus.edu> .

## **NEBRASKA**

There is no complaint procedure specific to students enrolled in postsecondary institutions. The Attorney General's Consumer Protection Division may assist with certain complaints <http://www.ago.ne.gov/consumer/whatisthecp.htm> .

## **NEVADA**

Complaints involving out-of-state institutions may be filed with the Nevada Commission on Postsecondary Education, Attn: Student Complaints, 3663 East Sunset Road, Suite 202, Las Vegas, NV 89120, <http://www.cpestate.nv.us/> . There is no separate consumer complaint process.

## **NEW HAMPSHIRE**

Complaints involving out-of-state institutions may be filed with the Executive Director, N.H. Postsecondary Education Commission, 3 Barrell Court, Suite 300, Concord, NH 03301. There is no separate consumer complaint process.

## **NEW JERSEY**

No established consumer complaint process for students enrolled in public postsecondary institutions could be found.

## **NEW MEXICO**

Complaints involving out-of-state institutions may be filed with the New Mexico Higher Education Department, 2048 Galisteo Street, Santa Fe, NM 87505; phone 505-476-8442. The complaint form is available at <http://www.hed.state.nm.us/uploads/FileLinks/b23fc959f37c44bb8e3caae612e0dba7/PPS%20Complaint%20Form.pdf> .

There is no separate consumer complaint process.

## **NEW YORK**

There is no complaint procedure specific to students enrolled in postsecondary institutions. A complaint of consumer fraud on the part of the institution should be directed to the Office of the New York State Attorney General, Justice Building, Empire State Plaza, Albany, NY 12223.

## **NORTH CAROLINA**

Complaints involving out-of-state institutions may be filed with the 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 27515-2688, telephone (919) 962-4558. There is no separate consumer complaint process.

## **NORTH DAKOTA**

Complaints involving out-of-state institutions may be filed with the Office of Attorney General, Consumer Protection & Antitrust Division, Gateway Professional Center, 1050 East Interstate Ave. Ste. 200, Bismarck, ND 58503-5574, phone (701)328-5570, fax (701)328-5568.

## **OHIO**

No established consumer complaint process for students enrolled in public postsecondary institutions could be found.

## **OKLAHOMA**

No established consumer complaint process for students enrolled in public postsecondary institutions could be found.

## **OREGON**

There is no complaint procedure specific to students enrolled in postsecondary institutions. Consumer complaints may be filed with the Oregon Department of Justice which handles consumer related complaints. <http://www.doj.state.or.us/finfraud/index.shtml>

## **RHODE ISLAND**

There is no complaint procedure specific to students enrolled in postsecondary institutions. Students with complaints involving possible illegal or criminal activity are referred to the local or the Rhode Island State Police, and complaints of discriminatory practices are referred to the Rhode Island Commission for Human Rights.

## **SOUTH CAROLINA**

Complaints involving out-of-state institutions may be filed with the Nonpublic Institution Licensing, South Carolina Commission on Higher Education, 1333 Main Street, Suite 200, Columbia, SC 29201. The complaint process is available at [http://www.che.sc.gov/AcademicAffairs/License/Complaint\\_procedures\\_and\\_form.pdf](http://www.che.sc.gov/AcademicAffairs/License/Complaint_procedures_and_form.pdf) . While the South Carolina Department of Consumer Affairs handles consumer complaints, the information on its website indicates it refers complaints to the agency with direct jurisdiction, which in this case would be the South Carolina CHE.

## **TENNESSEE**

Complaints involving out-of-state institutions may be filed using a complaint form found at <http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/psa.html> , The Division of Postsecondary Schools Authorization handles complaints. This process applies to all complaints.

## **TEXAS**

Contact information for filing student complaints with the Texas Higher Education Coordinating Board (THECB) - <http://www.thecb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D.Rules> governing student complaints - Title 19 of the Texas Administrative Code, Sections 1.1101.120: [http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac\\_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y).

## **UTAH**

Complaints involving out-of-state institutions may be filed with the Utah Division of Consumer Protection using the complaint process link:

<http://consumerprotection.utah.gov/complaints/index.html> . There is no separate consumer complaint process.

## **VERMONT**

Complaints involving out-of-state institutions may be filed with the Vermont State Board of education using the complaint process link:

[http://education.vermont.gov/new/pdfdoc/pgm\\_postsecondary/EDUComplaint\\_Resolution\\_Statement\\_for\\_Postsecondary\\_Education\\_Matters.pdf](http://education.vermont.gov/new/pdfdoc/pgm_postsecondary/EDUComplaint_Resolution_Statement_for_Postsecondary_Education_Matters.pdf) . There is no separate consumer complaint process.

## **VIRGINIA**

No established consumer complaint process for students enrolled in public postsecondary institutions could be found.

## **WASHINGTON**

Complaints involving out-of-state institutions may be filed with the Higher Education Coordinating Board following the Board's website at the link below. Information as to how and where to file is included. Complaints are submitted to <mailto:dainfo@hecb.wa.gov> .

<http://www.hecb.wa.gov/autheval/daa/ConsumerInformation.asp> . It is possible to bring a complaint regarding a school to the State Office of the Attorney General where the complaint pertains to a business operating in Washington.

<https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx> .

## **WEST VIRGINIA**

There is no complaint procedure specific to students enrolled in postsecondary institutions.

Consumer complaints may be filed with the Attorney General's office. Attorney General, Capitol Complex Building 1, Room E-26, 1900 Kanawha Blvd E, Charleston, WV 25305; phone 304-558-2021.

## **WISCONSIN**

Complaints involving out-of-state institutions may be filed with the Educational Approval Board which has the authority to investigate a student complaint.

<http://eab.state.wi.us/resources/complaint.asp> . In addition, complaints may be filed with the Attorney General's office.

## **WYOMING**

There is no complaint procedure specific to students enrolled in postsecondary institutions.

Consumers may complain to the Consumer Protection Unit of the Wyoming Attorney General's office at <http://attorneygeneral.state.wy.us/consumer.htm> .