

## Information by State and Agency for Students to File Complaints

An institution offering distance education programs to out-of-state students must provide those students (and prospective students) with contact information for filing complaints with any relevant State official or entity that would appropriately handle complaints from those students. This comprehensive list includes links to and/or information about the student complaint process by state and agency as well as information for filing complaints with the Southern Association of Colleges and Schools Commission on Colleges and the U.S. Department of Education.

*Hodges University does not recruit distance education students from the states of Alabama, Arkansas, Minnesota, or Wisconsin.*

State	Agency Name	Link to and/or Information about Complaint Process
Alabama	<p><b>Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning</b></p> <p><b>Alabama Department of Postsecondary Education – Office of Private School Licensing Division</b></p>	<p>Complaints for out-of-state institutions are referred to the Alabama Department of Postsecondary Education (ADPE) for response. Please see the ADPE link below. For in-state institutions, contacts are posted to the ACHE website at: <a href="http://www.ache.state.al.us/">http://www.ache.state.al.us/</a></p> <p><a href="https://www.accs.cc/index.cfm/school-licensure/complaints/">https://www.accs.cc/index.cfm/school-licensure/complaints/</a>  <a href="https://psl.asc.edu/External/Complaints.aspx">https://psl.asc.edu/External/Complaints.aspx</a></p>
Alaska	<b>Alaska Commission on Postsecondary Education</b>	<p>The Alaska Commission on Postsecondary Education (ACPE) processes complaints alleging violations of state institutional authorization law relative to postsecondary institutions or programs in Alaska. The complaint investigation process is described in <a href="#">AS 14.48.130</a> and <a href="#">20 AAC 17.130-145</a>. Students are encouraged to pursue the complaint process at their institutions prior to contacting ACPE. To request a complaint form, please send an email to: <a href="mailto:EED.ACPEIA@alaska.gov">EED.ACPEIA@alaska.gov</a>. For questions or assistance relative to complaints please contact: Jo Anne Hayden, Program Coordinator for Institutional Authorization (907) 465-6741 or at <a href="mailto:EED.ACPEIA@alaska.gov">EED.ACPEIA@alaska.gov</a>. Alaska Commission on Postsecondary Education; P.O. Box 110505; Juneau, AK 99811-0505.</p> <p><a href="http://acpe.alaska.gov/ABOUT_US/Consumer_Protection">http://acpe.alaska.gov/ABOUT_US/Consumer_Protection</a></p>
Arizona	<b>Arizona State Board for Private Postsecondary Education</b>	<a href="https://ppse.az.gov/complaint">https://ppse.az.gov/complaint</a>
Arkansas	<p><b>Arkansas Higher Education Coordinating Board</b></p> <p><b>Arkansas State Board of Private Career Education</b></p>	<p>ADHE requires the certified institution to make a decision on the student grievance following the institution's public policy. Inquiries into student grievances must be limited to AHECB certified (under Arkansas Code §6-61-301) courses/degree programs and institutions and to matters related to the criteria for certification. Within 20 days of completing the institution's grievance procedures, the student may file the complaint in writing with the ICAC Coordinator, Arkansas Department of Higher Education, 114 East Capitol, Little Rock, AR 72201. The grievant must provide a statement from the institution verifying that the institution's appeal process has been followed. ADHE will notify the institution of the grievance within 15 days of the filing. Within 10 days after ADHE notification, the institution must submit a written response to ADHE. Other action may be taken by ADHE as needed. <a href="http://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/">http://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/</a></p> <p>If students believe that their rights have been violated, we always suggest they first seek to resolve the problem by following the school's complaint process. Next, meet with the School Administrator and discuss their concerns with him/her. If the problem is not solved at the school level, the student may then contact us at (501) 683-8000. <a href="http://www.sbpce.arkansas.gov/complaint-process">http://www.sbpce.arkansas.gov/complaint-process</a></p>
California	<b>California Bureau for Private Postsecondary Education</b>	<a href="http://www.bppe.ca.gov/enforcement/complaint.shtml">http://www.bppe.ca.gov/enforcement/complaint.shtml</a>
Colorado	<b>Colorado Department of Higher Education</b>	<a href="http://highered.colorado.gov/Academics/Complaints/default.html">http://highered.colorado.gov/Academics/Complaints/default.html</a>

## Information by State and Agency for Students to File Complaints

Connecticut	<b>Connecticut Office of Higher Education</b>	For degree granting institutions, students should contact the Office of Financial and Academic Affairs for Higher Education at (860) 947-1822 for specific instructions. <a href="http://www.ctohe.org/StudentComplaints.shtml">http://www.ctohe.org/StudentComplaints.shtml</a>
Delaware	<b>Delaware Department of Education</b>	The Delaware Department of Education will investigate complaints. Such complaints must be in writing and verified by the signature of the person making the complaint. Oral, anonymous or unsigned complaints will not be investigated. Until the web site is functional, please write or call for more information. The Delaware Department of Education; Teacher and Administrator Quality; John W. Collette Resource Center; 35 Commerce Way; Dover, DE 19904. The Delaware Department of Education phone number: (302)857-3388.
District of Columbia	<b>District of Columbia Education Licensure Commission</b>	<a href="http://osse.dc.gov/service/public-complaints">http://osse.dc.gov/service/public-complaints</a>
Florida	<b>Florida Department of Education, Commission for Independent Education</b>	<p><a href="http://www.fldoe.org/policy/cie/file-a-complaint.stml">http://www.fldoe.org/policy/cie/file-a-complaint.stml</a></p> <p>To file a complaint against a <u>nonpublic postsecondary</u> institution in Florida, please write a letter or send an e-mail containing the following information:</p> <ol style="list-style-type: none"> <li>1. Name of Student (or Complainant)</li> <li>2. Complainant Address</li> <li>3. Phone Number</li> <li>4. Name of Institution</li> <li>5. Location of the Institution (City)</li> <li>6. Dates of Attendance</li> <li>7. A full description of the problem and any other documentation that will support your claim such as enrollment agreements, correspondence, etc.</li> <li>8. The complaint process of the Commission involves contacting the institution to obtain their response to your complaint. If you do not want the Commission to contact the institution you are attending, you must state so in your complaint; however, doing so will greatly hinder the Commission's ability to assist you with your complaint.</li> </ol> <p><b>Send Letter To:</b>            Commission for Independent Education 325 W. Gaines Street, Suite 1414            Tallahassee, FL 32399-0400            Or E-mail: <a href="mailto:cieinfo@fldoe.org">cieinfo@fldoe.org</a>            Or Fax: 850-245-3238</p>
Georgia	<b>Nonpublic Postsecondary Education Commission</b>	<a href="https://gnpec.georgia.gov/student-complaints">https://gnpec.georgia.gov/student-complaints</a>
Hawaii	<b>Hawaii Post-Secondary Education Authorization Program</b>	<a href="http://cca.hawaii.gov/hpeap/student-complaint-process/">http://cca.hawaii.gov/hpeap/student-complaint-process/</a>
Idaho	<b>Idaho State Board of Education</b>	Complaint process described in Admin Rule (July 1, 2011) section 500. Forms and instructions available upon request from the State Coordinator for Private Colleges & Proprietary Schools. For more information, please contact the Office of the Idaho State Board of Education (Main Office: (208) 334-2270). <a href="https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-">https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-</a>
Illinois	<b>Illinois Board of Higher Education</b>	Institutional Complaint Hotline: (217) 557-7359. The Board receives general information email at <a href="mailto:info@ibhe.org">info@ibhe.org</a> . Students seeking to register a complaint about an institution are required to submit the complaint in writing. Complaint processing as relates to maintenance of institutional approvals is described in 23 Illinois Administrative Rules Sections 1030.70 and 1030.80. <a href="http://complaints.ibhe.org/">http://complaints.ibhe.org/</a>

## Information by State and Agency for Students to File Complaints

Indiana	Indiana Commission on Proprietary Education	<a href="http://www.in.gov/che/2744.htm">http://www.in.gov/che/2744.htm</a>
Iowa	Iowa College Student Aid Commission	<a href="https://www.iowacollegeaid.gov/content/constituent-request-review">https://www.iowacollegeaid.gov/content/constituent-request-review</a>
Kansas	Kansas Board of Regents	<a href="http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process">http://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>
Louisiana	Louisiana Board of Regents	For the academic degree-granting institutions, Louisiana relies on the Consumer Affairs Division of the Attorney General's Office at (225) 326-6200. <a href="http://www.regents.la.gov/subhome/students">http://www.regents.la.gov/subhome/students</a> <a href="http://www.regents.la.gov/page/proprietary-schools">http://www.regents.la.gov/page/proprietary-schools</a>
Maine	Maine Department of Education, Office of Higher Education Services	Complaints shall be addressed in writing to the Maine Department of Education, Office of Higher Education, Augusta, Maine, 04333, with specific facts and allegations and signed by the complainant. The school shall be notified of any complaints which are to be investigated. <a href="http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml">http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml</a>
Maryland	Maryland Higher Education Commission	<a href="http://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx">http://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx</a>  Individuals who wish to submit a complaint may use the following contact information: Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202. Please see PDF at: <a href="http://www.mhec.state.md.us/higherEd/acadAff/MHECStudentComplaintProcess.pdf">http://www.mhec.state.md.us/higherEd/acadAff/MHECStudentComplaintProcess.pdf</a>
Massachusetts	Massachusetts Department of Higher Education	<a href="http://www.mass.edu/forstufam/complaints/complaints.asp">http://www.mass.edu/forstufam/complaints/complaints.asp</a>
Michigan	Michigan Department of Licensing and Regulatory Affairs	<a href="http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396--,00.html">http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396--,00.html</a> The Michigan Department of Licensing & Regulatory Affairs addresses complaints involving proprietary schools in Michigan – Please see web site at: <a href="http://www.michiganps.net/complaint.aspx">http://www.michiganps.net/complaint.aspx</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/">http://www.mississippi.edu/mcca/</a> <a href="https://dhe.mo.gov/documents/POLICYONCOMPLAINTRRESOLUTION-reviseddraft.pdf">https://dhe.mo.gov/documents/POLICYONCOMPLAINTRRESOLUTION-reviseddraft.pdf</a>
Missouri	Missouri Department of Higher Education	<a href="http://dhe.mo.gov/contactus.php">http://dhe.mo.gov/contactus.php</a>
Montana	Montana University System, Montana Board of Regents	<a href="http://mus.edu/MUS-statement-of-complaint-process.asp">http://mus.edu/MUS-statement-of-complaint-process.asp</a>
Nebraska	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> <a href="http://www.education.ne.gov/PPCS/PPCS%20Forms.html">http://www.education.ne.gov/PPCS/PPCS%20Forms.html</a>  The policies regarding student complaints are listed on our website with a notation that they are not final. The Coordinating Commission for Postsecondary Education (CCPE) intends to have a section on the website that walks students through the process; in the meanwhile, please call our office at (402) 471-0030. <i>Please note that institutions offering courses or programs that are exclusively online are not required to seek authorization from CCPE.</i> If students have complaints about such institutions, we refer them to the home state of the institution or the Nebraska Attorney General's Consumer Protection Division at: <a href="http://www.ago.ne.gov/consumer_protection">http://www.ago.ne.gov/consumer_protection</a>
Nevada	Nevada Commission on Postsecondary Education	<a href="http://www.cpe.nv.gov/">http://www.cpe.nv.gov/</a> <a href="http://cpe.nv.gov/Students/Students_Home/">http://cpe.nv.gov/Students/Students_Home/</a>

## Information by State and Agency for Students to File Complaints

New Hampshire	<b>New Hampshire Department of Education, Division of Higher Education, Higher Education Commission</b>	<a href="http://www.education.nh.gov/highered/compliance-allegation.htm">http://www.education.nh.gov/highered/compliance-allegation.htm</a>
New Jersey	<b>New Jersey Commission on Higher Education</b>	<a href="http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml">http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml</a>
New Mexico	<b>New Mexico Higher Education Department</b>	<a href="http://www.hed.state.nm.us/institutions/complaints.aspx">http://www.hed.state.nm.us/institutions/complaints.aspx</a>
New York	<b>New York Office of College and University Evaluation</b>	<a href="http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html">http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</a> <a href="http://www.acces.nysed.gov/bpss/student-rights">http://www.acces.nysed.gov/bpss/student-rights</a>
North Carolina	<b>The University of North Carolina Board of Governors</b>	<a href="http://www.northcarolina.edu/?q=complaints">http://www.northcarolina.edu/?q=complaints</a>
North Dakota	<b>North Dakota State Board for Career and Technical Education</b>	<a href="http://www.nd.gov/cte/private-post-inst/">http://www.nd.gov/cte/private-post-inst/</a> <a href="http://www.ndus.edu/system/state-authorization/">http://www.ndus.edu/system/state-authorization/</a> Currently complaints are filed with the North Dakota Department of Career and Technical Education (CTE) and are then handed to the Attorney General. That policy is currently under review and revision. Please call CTE at (701) 328-2678 for more information.
Ohio	<b>Ohio Board of Regents</b>	<a href="https://www.ohiohighered.org/students/complaints">https://www.ohiohighered.org/students/complaints</a> <a href="http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx">http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx</a>  The agency not does receive student complaints. Students are encouraged to try to resolve their issue through their institution's formal grievance procedures. If the student's issue is not resolved through this process, the Ohio Board of Regents may then contact the institution on the student's behalf and request that institution work with the student to resolve the issue. If the grievance involves an issue that violates the agency's standards for authorization, the agency would contact the institution to determine the severity of the issue and what agency action would be taken. Please call the Ohio Board of Regents at (614) 387-1215 for more information.
Oklahoma	<b>Oklahoma State Regents for Higher Education</b>  <b>Oklahoma Board of Private Schools</b>	<a href="http://www.okhighered.org/current-college-students/complaints.shtml">http://www.okhighered.org/current-college-students/complaints.shtml</a> <a href="http://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/comments-or-complaints-policy">http://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/comments-or-complaints-policy</a> Current and prospective student complaints are handled through the Oklahoma State Regents for Higher Education (OSRHE) Academic Affairs Office by reviewing the circumstances of the complaint and providing the individual with contact information for the most appropriate campus office with the authority to resolve the complaint. If the individual has exhausted the process for review and appeal at the institution and believes the complaint is unresolved, OSRHE staff requests permission to contact the institution on the student's behalf to identify any possible resolution. OSRHE staff remains in contact with the student to determine if the issue has been resolved or adequately addressed. Please call OSRHE at (405) 225-9100 for more information.  A form is available by request to the OBPVS Staff, but is not required. Unless a safety or other issue requiring an in-person investigation is alleged, a "Student," complaint will be accepted and sent to the institution for a response that may then be forwarded to the complainant for further input. Nora Ann House, Director, 3700 N. Classen Blvd., Ste. 250, Oklahoma City, OK 73118, phone 405/528-3370, FAX 405/528-3366, <a href="mailto:nhouse@obpvs.ok.gov">nhouse@obpvs.ok.gov</a>

## Information by State and Agency for Students to File Complaints

Oregon	<p><b>Oregon Office of Degree Authorization</b></p> <p><b>Oregon Department of Education – Private and Career Schools Office</b></p>	<p><a href="http://www.oregonstudentaid.gov/oda.aspx">http://www.oregonstudentaid.gov/oda.aspx</a></p> <p>All complaints about schools under our regulatory jurisdiction or an exempt status approved by this office are handled by Office of Degree Authorization (ODA) staff. Complaints about exempt schools are referred to the Attorney General’s office. Please call ODA for more information at (541)687-7478.</p> <p><a href="http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary.aspx">http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary.aspx</a></p>
Pennsylvania	<b>Pennsylvania Department of Education, Division of Higher Education</b>	<a href="http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#tab-1">http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#tab-1</a>
Puerto Rico	<b>Puerto Rico Council on Education</b>	NONE LISTED - in English <a href="http://www.ce.pr.gov/">http://www.ce.pr.gov/</a>
Rhode Island	<b>Rhode Island Board of Governors for Higher Education</b>	<a href="http://www.ribghe.org/students.htm">http://www.ribghe.org/students.htm</a>
South Carolina	<b>South Carolina Commission on Higher Education</b>	<a href="http://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.aspx">http://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.aspx</a>
South Dakota	<b>South Dakota Secretary of State</b>	<a href="http://consumer.sd.gov/complaintform.aspx">http://consumer.sd.gov/complaintform.aspx</a>
Tennessee	<b>Tennessee Higher Education Commission, Division of Postsecondary School Authorization</b>	<a href="https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html">https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html</a>
Texas	<p><b>Texas Workforce Commission</b></p> <p><b>Texas Higher Education Coordinating Board</b></p>	<p><a href="http://www.twc.state.tx.us/svcs/propschools/problem-school.html">http://www.twc.state.tx.us/svcs/propschools/problem-school.html</a></p> <p>To file a complaint, follow the complaint procedures in the school's catalog. If the issue is not resolved, contact either the Texas Workforce Commission's Career School or the school's accrediting agency. If the school is not accredited by a recognized accreditor but has degree granting authority, send a written complaint to the Coordinating Board at Texas Higher Education Coordinating Board, Academic Affairs and Research, P.O. Box 12788, Austin, Texas 78711.</p> <p><a href="http://www.thecb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9">http://www.thecb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9</a></p>
Utah	<b>Utah Division of Consumer Protection</b>	<a href="http://consumerprotection.utah.gov/complaints/index.html">http://consumerprotection.utah.gov/complaints/index.html</a>
Vermont	<b>Vermont State Board of Education, Vermont Department of Education</b>	<p><a href="http://education.vermont.gov/documents/postsecondary-program-complaint-resolution">http://education.vermont.gov/documents/postsecondary-program-complaint-resolution</a></p> <p>We encourage you to work directly with your institution to satisfy complaints. In most cases, that is the only appropriate avenue for you to pursue. If you believe you have exhausted avenues listed above and those listed in the attached PDF and have a valid complaint about a violation, you may send it to the Vermont Department of Education in writing at 120 State Street, Montpelier, VT 05620-2501. All complaints should be specific in describing the nature of the complaint and relevant information: the name of the parties involved, including witnesses, dates, the policy or procedure violated (if known), the course/program, the name of the institution, and complete contact information. In addition, please include any supporting material that substantiates your complaint, including correspondence with the school about the issue. For more information please see the PDF at: <a href="http://education.vermont.gov/documents/EDU-Complaint Resolution Statement for Postsecondary Education Matters.pdf">http://education.vermont.gov/documents/EDU-Complaint Resolution Statement for Postsecondary Education Matters.pdf</a></p>
Virginia	<b>Virginia State Council of Higher Education, Private &amp; Out- of-State Postsecondary Education</b>	<a href="http://schev.edu/index/students-and-parents/resources/student-complaints">http://schev.edu/index/students-and-parents/resources/student-complaints</a>

## Information by State and Agency for Students to File Complaints

Washington	<p><b>Washington Student Achievement Council</b></p> <p><b>Washington Workforce Training and Education Coordinating Board</b></p>	<p><a href="http://www.wsac.wa.gov/student-complaints">http://www.wsac.wa.gov/student-complaints</a></p> <p>Students may submit a formal complaint to the Washington Student Achievement Council, provided it is against an institution authorized by the Washington Student Achievement Council and is within one year of the last date of attendance. For more information, please contact the Washington Student Achievement Council at (360) 753-7800.</p> <p><a href="http://www.wtb.wa.gov/PCS_Complaints.asp">http://www.wtb.wa.gov/PCS_Complaints.asp</a></p>
West Virginia	<b>West Virginia Higher Education Policy Commission</b>	<a href="http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf">http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf</a>
Wisconsin	<b>Wisconsin Educational Approval Board</b>	<a href="https://dsps.wi.gov/Pages/Programs/EducationalApproval/Student.aspx">https://dsps.wi.gov/Pages/Programs/EducationalApproval/Student.aspx</a>
Wyoming	<b>Wyoming Department of Education</b>	<p><a href="http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/">http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/</a></p> <p>If the complaint involves an issue relative to authorization, the Wyoming Department of Education contacts the institution to ensure that the institution is compliant with Wyoming State law. For complaints not related to authorization, the complainant is encouraged to try to resolve the issue through their institution's formal grievance procedures. Depending on the nature of the complaint, the complainant may also be referred to the Consumer Protection Division of the Wyoming Attorney General's Office. Please contact the Wyoming Department of Education at (307) 777-6210.</p>

Agency Name	Link to and/or Information about Complaint Process
<p><b>Southern Association of Colleges and Schools Commission on Colleges</b></p> <p>Southern Association of Colleges and Schools Commission on Colleges 1866 Southern Lane Decatur, GA 30033-4097</p>	<p>Complete the Commission's Complaint Form and send two print copies to the President, Southern Association of Colleges and Schools Commission on Colleges, 1866 Southern Lane, Decatur, GA 30033-4097. (To access the Commission's complaint policy, procedures, and the Complaint Form, please see <a href="#">Complaint Procedures Against the Commission or Its Accredited Institutions</a>.) Please read the document carefully before submitting a complaint. Note that the complaint policy only addresses significant, documented, alleged non-compliance with the SACSCOC accreditation standards, policies or procedures. Complainants are expected to have attempted to resolve the issue through the institution's complaint processes before filing a complaint with SACSCOC. The SACSCOC complaint process is not intended to be used to involve the Commission in disputes between individuals and member institutions or to cause the Commission to interpose itself as a reviewing authority in individual matters; nor does the policy allow the Commission to seek redress on an individual's behalf. The primary purpose of the SACSCOC complaint procedure is to acquire valuable information regarding an accredited institution's possible non-compliance with accreditation standards, policies and procedures rather than to resolve individual disputes. Complaints must be tied to specific standard numbers from <a href="#">The Principles of Accreditation: Foundations for Quality Enhancement</a>.</p>
<p><b>U.S. Department of Education</b></p> <p>U.S. Department of Education FSA Ombudsman Group 830 First St, N.E. Fourth Floor Washington, DC 20202-5144</p>	<p><a href="https://answers.ed.gov/link/portal/28022/28025/Article/552/Complaints-against-a-school-or-college">https://answers.ed.gov/link/portal/28022/28025/Article/552/Complaints-against-a-school-or-college</a></p>