

# Student Complaint Information by State and Agency

Richmond Community College

April 2026 Update

State	Agency Name	Link to and/or Information about Complaint Process (For in-state complaints and activities outside of SARA)
Alabama	Commission on Higher Education	Contacts and Instructions for filing a complaint are posted to the ACHE website: <a href="https://www.ache.edu/wp-content/State%20Auth/federal-reg.pdf">https://www.ache.edu/wp-content/State%20Auth/federal-reg.pdf</a>  Information is provided for a) the Alabama Community College System, b) Alabama State Universities, and c) Private Schools.
	ACCS Private School Licensing Division	<a href="https://www.accs.edu/about-accs/private-school-licensure/complaints/">https://www.accs.edu/about-accs/private-school-licensure/complaints/</a>  *Note: Complaints against private schools are referred to the Alabama Community College System (ACCS) Private School Licensing Division, an office of the Alabama Community College System. This includes for-profit and non-profit private institutions.
Alaska	Commission on Postsecondary Education (ACPE)	<a href="https://acpe.alaska.gov/ConsumerProtection">https://acpe.alaska.gov/ConsumerProtection</a>
Arizona	State Board for Private Postsecondary Education	<a href="https://azsara.arizona.edu/complaints">https://azsara.arizona.edu/complaints</a>
Arkansas	Division of Higher Education	<a href="https://adhe.edu/students-parents/student-grievance-form">https://adhe.edu/students-parents/student-grievance-form</a>

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California	Bureau for Private Postsecondary Education (BPPE)	<p>For institutions regulated by BPPE:</p> <p><a href="https://www.bppe.ca.gov/enforcement/complaint.shtml">https://www.bppe.ca.gov/enforcement/complaint.shtml</a></p> <p>For online programs at public or non-profit colleges or universities physically located in other states:</p> <p><a href="https://www.dca.ca.gov/consumers/complaints/oos_students.shtml">https://www.dca.ca.gov/consumers/complaints/oos_students.shtml</a></p>
Colorado	Department of Higher Education	<p><a href="https://highered.colorado.gov/filing-student-complaint">https://highered.colorado.gov/filing-student-complaint</a></p>
Connecticut	Office of Higher Education	<p><a href="https://portal.ct.gov/ohe/knowledge-base/articles/for-students/student-school-complaints?language=en_US">https://portal.ct.gov/ohe/knowledge-base/articles/for-students/student-school-complaints?language=en_US</a></p>
Delaware	Department of Education	<p><a href="https://education.delaware.gov/families/college-career-life/">https://education.delaware.gov/families/college-career-life/</a></p>
District of Columbia	Higher Education Licensure Commission	<p><a href="https://helc.osse.dc.gov/add-complaint-new">https://helc.osse.dc.gov/add-complaint-new</a></p>
Florida	Department of Education	<p><a href="https://www.fldoe.org/policy/cie/student-concerns.stml">https://www.fldoe.org/policy/cie/student-concerns.stml</a></p>
Georgia	Nonpublic Postsecondary Education Commission	<p><a href="https://gnpec.georgia.gov/student-resources/complaints-against-institution">https://gnpec.georgia.gov/student-resources/complaints-against-institution</a></p>

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Hawaii	Post-Secondary Education Authorization Program	<a href="http://cca.hawaii.gov/hpeap/student-complaint-process/">http://cca.hawaii.gov/hpeap/student-complaint-process/</a>
Idaho	State Board of Education	<a href="https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/">https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/</a>
Illinois	Board of Higher Education	<a href="https://complaints.ibhe.org/">https://complaints.ibhe.org/</a>
Indiana	Commission for Higher Education	<a href="https://www.in.gov/che/student-complaints/">https://www.in.gov/che/student-complaints/</a>
Iowa	Department of Education	<a href="https://educate.iowa.gov/higher-ed/student-complaints">https://educate.iowa.gov/higher-ed/student-complaints</a>
Kansas	Board of Regents	<a href="https://www.kansasregents.gov/students/university_student_complaints">https://www.kansasregents.gov/students/university_student_complaints</a>
Kentucky	Council on Postsecondary Education	<a href="https://cpe.ky.gov/campuses/complaintform.html">https://cpe.ky.gov/campuses/complaintform.html</a>
Louisiana	Board of Regents	<a href="https://www.laregents.edu/resources-3/">https://www.laregents.edu/resources-3/</a>
Maine	Public Universities	<a href="https://www.maine.edu/licensure/distance-education/">https://www.maine.edu/licensure/distance-education/</a>
	Community Colleges	<a href="https://www.mccs.me.edu/about-mccs/system-info/consumer-information/">https://www.mccs.me.edu/about-mccs/system-info/consumer-information/</a>

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Maryland	Higher Education Commission	<a href="https://mhec.maryland.gov/institutions_training/SiteAssets/Pages/colleges_universities/index/MHEC%20Complaint%20Process.pdf">https://mhec.maryland.gov/institutions_training/SiteAssets/Pages/colleges_universities/index/MHEC%20Complaint%20Process.pdf</a>
Massachusetts	Office of Private Occupational School Education	<a href="https://www.mass.gov/orgs/office-of-private-occupational-school-education">https://www.mass.gov/orgs/office-of-private-occupational-school-education</a>
	Department of Higher Education	<a href="https://www.mass.edu/forstufam/complaints/complaints.asp">https://www.mass.edu/forstufam/complaints/complaints.asp</a>
Michigan	Department of Labor and Economic Opportunity	<a href="https://www.michigan.gov/leo/bureaus-agencies/wd/pss">https://www.michigan.gov/leo/bureaus-agencies/wd/pss</a>
Minnesota	Office of Higher Education	<a href="https://www.ohe.state.mn.us/mPg.cfm?pageID=2190">https://www.ohe.state.mn.us/mPg.cfm?pageID=2190</a>
Mississippi	Institutions of Higher Learning	<a href="https://www.mississippi.edu/mcca-overview">https://www.mississippi.edu/mcca-overview</a>
	Community College Board	<a href="https://www.mccb.edu/accountability/cpscr/students">https://www.mccb.edu/accountability/cpscr/students</a>
Missouri	Department of Higher Education & Workforce Development	<a href="https://dhewd.mo.gov/media/pdf/complaint-resolution-policy">https://dhewd.mo.gov/media/pdf/complaint-resolution-policy</a>
Montana	University System	<a href="https://www.mus.edu/MUS-Statement-of-Complaint-Process.html">https://www.mus.edu/MUS-Statement-of-Complaint-Process.html</a>
Nevada	Commission on Post-Secondary Education	<a href="https://www.cpe.nv.gov/student/">https://www.cpe.nv.gov/student/</a>

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New Hampshire	Division of Educator Support and Higher Education	<a href="https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx">https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx</a>
New Jersey	Office of the Secretary of Education	<a href="https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml">https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml</a>
New Mexico	Higher Education Department	<a href="https://hed.nm.gov/students-parents/student-complaints">https://hed.nm.gov/students-parents/student-complaints</a>
New York	State Education Department	<a href="https://www.nysed.gov/college-university-evaluation/complaints">https://www.nysed.gov/college-university-evaluation/complaints</a>
North Carolina	Post-Secondary Education Complaints	<a href="https://studentcomplaints.northcarolina.edu/">https://studentcomplaints.northcarolina.edu/</a>
North Dakota	University System	<a href="https://ndus.edu/state-authorization-sara/">https://ndus.edu/state-authorization-sara/</a>
Ohio	Department of Higher Education	<a href="https://highered.ohio.gov/students/current-college-students/student-complaints/student-complaints">https://highered.ohio.gov/students/current-college-students/student-complaints/student-complaints</a>
Oklahoma	State Regents for Higher Education	<a href="https://okhighered.org/current-college-students/complaints/?highlight=student%20complaint">https://okhighered.org/current-college-students/complaints/?highlight=student%20complaint</a>
Oregon	Higher Education Coordinating Commission	<a href="https://www.oregon.gov/highered/access/pages/student-complaints.aspx">https://www.oregon.gov/highered/access/pages/student-complaints.aspx</a>
Pennsylvania	Department of Education	<a href="https://www.pa.gov/agencies/education/programs-and-services/instruction/postsecondary-and-adult-education/students-complaints.html">https://www.pa.gov/agencies/education/programs-and-services/instruction/postsecondary-and-adult-education/students-complaints.html</a>

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Puerto Rico	Department of Education	<a href="https://agencias.pr.gov/agencias/cepr/inicio/Pages/Servicios.aspx">https://agencias.pr.gov/agencias/cepr/inicio/Pages/Servicios.aspx</a>
Rhode Island	Office of the Post-Secondary Commissioner	<a href="https://riopc.edu/services/help-for-students/">https://riopc.edu/services/help-for-students/</a>
South Carolina	Commission on Higher Education	<a href="https://www.che.sc.gov/students-families-and-military/student-resources">https://www.che.sc.gov/students-families-and-military/student-resources</a>
South Dakota	Board of Regents	<a href="https://sdbor.edu/departments/academics-student-affairs/">https://sdbor.edu/departments/academics-student-affairs/</a>
Tennessee	Higher Education Commission	<a href="https://www.tn.gov/thec/for-institutions/tn-sara/sara-complaints-grievances.html">https://www.tn.gov/thec/for-institutions/tn-sara/sara-complaints-grievances.html</a>
Texas	Higher Education Coordinating Board	<a href="https://www.highered.texas.gov/student-complaints/">https://www.highered.texas.gov/student-complaints/</a>
U.S. Virgin Islands		Unknown
Utah	System of Higher Education – The Gateway	<a href="https://ushe.edu/report-a-concern/">https://ushe.edu/report-a-concern/</a>
Vermont	State Agency of Education	<a href="https://education.vermont.gov/document/complaint-resolution-postsecondary-schools">https://education.vermont.gov/document/complaint-resolution-postsecondary-schools</a>
Virginia	State Council of Higher Education	<a href="https://www.schev.edu/students/resources/student-complaints">https://www.schev.edu/students/resources/student-complaints</a>

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Washington	Student Achievement Council	<a href="https://wsac.wa.gov/student-complaints">https://wsac.wa.gov/student-complaints</a>
West Virginia	Higher Education Policy Commission	<a href="https://www.wvhepc.edu/wp-content/uploads/2024/10/Student-Complaint-Process.pdf">https://www.wvhepc.edu/wp-content/uploads/2024/10/Student-Complaint-Process.pdf</a>
	Independent Colleges and Universities	<a href="https://www.wvicu.org/">https://www.wvicu.org/</a>
Wisconsin	Distance Learning Authorization Board	<a href="https://heab.state.wi.us/DLAB/students.html">https://heab.state.wi.us/DLAB/students.html</a>
Wyoming	Department of Education	<a href="https://edu.wyoming.gov/about/contact/">https://edu.wyoming.gov/about/contact/</a>