

Registering a Complaint Regarding Online Programs

Students who wish to file a complaint may contact the St Ambrose University Vice President for Academic and Student Affairs at 563-333-6000 for assistance. To clarify the student's concerns, complaints should be sent in writing to: *St Ambrose University Vice President for Academic and Student Affairs, 518 W. Locust Street, Davenport, IA 52803.*

Contact information for registering a complaint with the accrediting or state licensure agencies is available below. These agencies should be contacted only after the student has registered a complaint with the University and has not received a response to the request for resolution.

Accrediting Agency

Higher Learning Commission of the North Central Association of Colleges and Schools: 230 S. LaSalle St., Ste. 7-500, Chicago, IL 60604-1413

State Licensure Agencies

In compliance with the U.S. Department of Education, under the provisions of section 668.43 (b), St Ambrose University provides its enrolled or prospective students with contact information for filing complaints with the relevant State official or agency that would handle a student's complaint, regardless of whether the State regulates the institution.

The State licensure agencies correspond with the physical location of students while enrolled in St Ambrose's degree programs. For residential students taking courses on-campus, the Iowa University Student Aid Commission would be the applicable agency. For online students, the State agency would generally correspond with the student's State of residence.

States and US Territories

States & Territories	Agency Name	Link to and/or Information about the State Complaint Process as required by <u>34 CFR 600.9(a) & (b)</u> - <i>An institution described under §§ 600.4, 600.5, and 600.6 is legally authorized by a State if the State has a process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws.....</i>
Alabama	Alabama Commission on Higher Education - Office of	For Alabama's public institutions, contacts are posted to the ACHE website https://ache.edu.

	Institutional Effectiveness and Planning	
	ACCS Private School Licensing Division	
		Student Complaint Process found here: https://www.ache.edu/wp-content/State%20Auth/federal-reg.pdf (PDF) https://www.accs.edu/about-accs/private-school-licensure/complaints/ - *note: Complaints for out-of-state institutions are referred to the ACCS Private School Licensure.
Alaska	Alaska Commission on Postsecondary Education	https://acpe.alaska.gov/ConsumerProtection
American Samoa		not found
Arizona	Arizona State Board for Private Postsecondary Education	https://ppse.az.gov/student-complaint-procedure
Arkansas	Arkansas Department of Higher Education	Student Grievance form: https://adhe.edu/students-parents/student-grievance-form
California	Bureau for Private Postsecondary Education	for institutions regulated by BPPE: http://www.bppe.ca.gov/enforcement/complaint.shtml for out of state institutions not subject to BPPE: https://www.dca.ca.gov/consumers/complaints/oos_students.shtml
Colorado	Colorado Department of Higher Education AND Private Occupational Schools	https://cdhe.colorado.gov/students/how-do-i/filing-a-student-complaint
Connecticut	The Office of Financial and Academic Affairs for Higher Education	https://www.ohe.ct.gov/StudentComplaints.shtml
Delaware	Delaware Department of Education	Student complaint inquiry form: https://education.delaware.gov/families/college-career-life/college-scholarship-financial-aid/dheo-forms/student-complaint-inquiry-form/
District of Columbia	Education Licensure Commission	FAQ for Students indicates that complaints may be submitted to the HELC by "clicking here", but there is no hyperlink. A public complaint webpage was found here: https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints

Federated State of Micronesia		not found
Florida	Commission for Independent Education- Department of Education	CONCERNS & COMPLAINT PROCESS
Georgia	Nonpublic Postsecondary Education Commission	https://gnpec.georgia.gov/student-complaints
Guam		not found
Hawaii		https://cca.hawaii.gov/hpeap/student-complaint-process/
Idaho	Idaho State Board of Education	https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/
Illinois	Illinois Board of Higher Education	https://complaints.ibhe.org/
Indiana	Indiana Department of Workforce Development	https://www.in.gov/dwd/career-training-adult-ed/octs/#tab-665625-4-Consumer_Information
	Indiana Commission of Higher Education	https://www.in.gov/che/2744.htm
Iowa	Iowa Department of Education Bureau of Iowa College Aid	https://educate.iowa.gov/higher-ed/student-complaints
Kansas	Kansas Board of Regents	https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process
Kentucky	Kentucky Council on Postsecondary Education	http://cpe.ky.gov/campuses/consumer_complaint.html
	Kentucky Commission on Proprietary Education	Commission Website provides this direction: File a Complaint (PDF)
Louisiana	Louisiana Board of Regents	No Complaint Process found on state agency website for institutions authorized by Louisiana but not related to reciprocity.
	Proprietary Schools	(Only SARA Process within Institutional Process pdf (PDF) for purposes of participation in reciprocity for interstate distance education)
Maine	Maine Department of Education	No Complaint Process found on state agency website for institutions authorized by Maine but not related to reciprocity. Only State of Maine Complaint Form (PDF). SARA complaint link offered.
Maryland	Maryland Higher	https://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx - Scroll down to complaint process and form pdfs.

	Education Commission	
Massachusetts	Office of Private Occupational School Education	http://www.mass.gov/ocabr/government/oca-agencies/dpl-lp/schools/students/information-for-students.html
	Massachusetts Department of Higher Education	https://www.mass.edu/forstufam/complaints/complaints.asp
Michigan	Michigan Department of Labor & Economic Opportunity	Post-Secondary Schools Complaints Filing a Complaint
Minnesota	Minnesota Office of Higher Education	http://www.ohe.state.mn.us/mPg.cfm?pageID=1078
Mississippi	Mississippi Commission on College Accreditation	http://www.mississippi.edu/mcca/student_complaint_process.asp
	Commission on Proprietary School and College Registration	https://www.mccb.edu/cpscr-complaints
Missouri	Missouri Department of Higher Education	https://dhewd.mo.gov/media/pdf/complaint-resolution-policy
Montana	Montana University System, Montana Board of Regents	http://www.mus.edu/MUS-statement-of-complaint-process.asp
Nebraska	Nebraska Department of Education, Private Postsecondary Career Schools	https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf (PDF)
	Nebraska Coordinating Commission for Postsecondary Education	https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions
Nevada	Nevada Commission on Postsecondary Education	http://cpe.nv.gov/Students/Students_Home/ Note the Student Complaint under forms on right hand side.

New Hampshire	Department of Education, Division of Higher Education, Higher Education Commission	https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx
New Jersey	New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information	https://www.nj.gov/labor/labormarketinformation/assets/PDFs/coei/SAU/Conflict%20Resolution%20Questionnaire.pdf (PDF) Look under Information for Students for the Student Conflict Resolution Form (Complaints)
	Office of the Secretary of Higher Education	http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml
New Mexico	New Mexico Higher Education Department	https://hed.nm.gov/students-parents/student-complaints
New York	Office of College and University Evaluation	http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university
	Adult Career and Continuing Ed. Services	http://www.acces.nysed.gov/bpss/student-rights
North Carolina	The University of North Carolina System	https://www.northcarolina.edu/post-secondary-education-complaints/
	The North Carolina Community College System (Office of Proprietary School Services)	https://www.nccommunitycolleges.edu/students/student-services/file-a-complaint/
North Dakota	North Dakota State Board for Career and Technical Education	https://www.cte.nd.gov/sites/www/files/documents/PrivatePS/NDSBCTE_Student_Complaint_Procedure.pdf (PDF)
	North Dakota University System	https://ndus.edu/state-authorization-sara/ This complaint process appears to be applicable for institutions not participating in reciprocity through SARA as well as SARA participating institutions.
Northern Mariana Islands		not found
Ohio	The Ohio Department of	https://highered.ohio.gov/students/current-college-students/student-complaints/student-complaints

	Higher Education	
	Ohio State Board of Career Colleges and Schools	https://scr.ohio.gov/information-for-students/file-a-complaint
Oklahoma	Oklahoma State Regents for Higher Education	https://www.okhighered.org/resources/student-complaint-form/
	Oklahoma Board of Career and Technology Education	https://oklahoma.gov/careertech/policies/comments-or-complaints.html
	The Oklahoma Board of Private Vocational Schools	https://oklahoma.gov/content/dam/ok/en/obpvs/documents/schools/obpvs-complaint-form.pdf (PDF)
Oregon	Higher Education Coordinating Commission	https://www.oregon.gov/highered/about/Pages/complaints.aspx
Pennsylvania	Department of Education	https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx
Puerto Rico	Puerto Rico Council on Education	http://www.ce.pr.gov/
		http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf (PDF) It appears that this process can be used more broadly than to just address SARA participating institutions.
Republic of Palau		not found
Republic of the Marshall Islands		not found
Rhode Island	Rhode Island Office of Post Secondary Commissioner	https://riopc.edu/policies/student-complaint-procedures/
South Carolina	South Carolina Commission on Higher Education	https://che.sc.gov/sites/che/files/Documents/Institutions%20and%20Educators/Complaint_Procedures_and_Form.pdf (PDF)
South Dakota	Secretary of State (South Dakota Attorney General)	https://consumer.sd.gov/complaintform.aspx - this is a broad complaint form not just to address postsecondary institutions.
Tennessee	Tennessee Higher	https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html

	Education Commission	
Texas	Texas Higher Education Coordinating Board	https://www.highered.texas.gov/student-complaints/
U.S. Virgin Islands		Call (340) 774-2810 to reach the Virgin Islands Department of Education regarding student complaints.
Utah	Utah Division of Consumer Protection	https://services.dcp.utah.gov/s/
Vermont	Vermont Agency of Education	https://education.vermont.gov/documents/postsecondary-program-complaint-resolution VT Agency of Education points to three avenues for complaints: the institution, the VT Attorney General's office, or the institution's accrediting agency.
Virginia	State Council of Higher Education for Virginia	https://www.schev.edu/students/resources/student-complaints
Washington	Washington Student Achievement Council	https://wsac.wa.gov/student-complaints
	Washington Workforce Training and Educ. Coord. Board	https://www.wtb.wa.gov/private-career-schools/student-resources/
West Virginia	WV Higher Educ. Policy Commission	http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf (PDF)
	WV Council for Community & Technical College Education	http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf (PDF)
Wisconsin	Wisconsin Educational Approval Board	https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx
Wyoming	Wyoming Department of Education	https://edu.wyoming.gov/?s=student+complaint+process