

Consumer Information on Filing a Complaint

In accordance with requirements issued by the U.S. Department of Education, Liberty University is “providing its students or prospective students with contact information for filing complaints with its accreditor and with its state approval or licensing entity and any other relevant State official or agency that would appropriately handle a student’s complaint.” This information is now part of the standard Consumer Information and annual disclosure procedure of Liberty University. It is subject to revision. [34 CFR 668.43(b)]

Students attending from any State, with the exception of California, should first contact the State Council of Higher Education for Virginia (SCHEV). Liberty University accepts the State Council of Higher Education for Virginia (SCHEV)'s oversight in resolving student complaints from students taking distance education under the aegis of the State Authorization Reciprocity Agreement (SARA). Once a student has exhausted all complaint/grievance resources at the university and the complaint remains unresolved, the student may [file a formal complaint with SCHEV](#). Alternatively, students may submit a complaint about a Southern Association of Colleges and Schools Commission on Colleges-accredited (SACSCOC) institution using the [SACSCOC complaint process](#).

	STUDENT COMPLAINT LOCATIONS FOR THE USA
Alabama	<p>Alabama Community College System P.O. Box 302130, Montgomery, AL 36130-2130 Tel: 334-293-4500 Website: https://www.accs.edu/about-accs/private-school-licensure/complaints/ Form: https://psl.asc.edu/External/Complaints.aspx</p> <p>Alabama Commission on Higher Education 100 North Union Street, Montgomery, AL 36104 Tel: 334-242-1998 Email: info@ache.edu Website: https://ache.edu/</p> <p>State of Alabama Attorney General 501 Washington Avenue, Montgomery, AL 36104 Tel: 800-392-5658 or 334-242-7300 Website: http://www.ago.state.al.us/Page-Consumer-Protection-File-a-Complaint-01</p>
Alaska	<p>Alaska Commission on Postsecondary Education P.O. Box 110505, Juneau, Alaska 99811-0505 Tel: 800-441-2962 Email: ACPE@alaska.gov Website: https://acpe.alaska.gov/ConsumerProtection</p> <p>State of Alaska Office of the Attorney General Consumer Protection Unit 1031 W. 4th Avenue, Suite 200, Anchorage, AK 99501-5903</p>

	<p>Tel: 1-888-576-2529 (toll free) Email: consumerprotection@alaska.gov Website: https://www.law.alaska.gov/consumer/ Form: http://www.law.state.ak.us/pdf/consumer/FORM_complaint.pdf</p>
Arizona	<p>Arizona State Board for Private Postsecondary Education 1740 W. Adam Street- Suite 3008, Phoenix, AZ 85007 Tele: 602-542-5709 Email: info@azppse.gov Website: https://ppse.az.gov/ Form: https://ppse.az.gov/resources/student-complaint</p> <p>Office of the Attorney General Consumer Information and Complaints 2005 N. Central Ave, Phoenix, Arizona 85004-2926 Tel: (Phoenix) 602-542-5763, (Tucson) 520-628-6504, or (Prescott) 928-778-1265 Email: consumerinfo@azag.gov Website: http://www.azag.gov/complaints/consumer Form: https://consumer-complaint.azag.gov/publiccomplaint/begin.aspx</p>
Arkansas	<p>Arkansas Division of Higher Education 101 E. Capital Ave., Suite 300, Little Rock, AR 72201 Tel: 501-371-2000 Email: finaid@adhe.edu Website: http://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/grievance-form</p> <p>Arkansas Attorney General Office Consumer Protection Division 323 Center St, Suite 200, Little Rock, AR 72201 Tel: 800-482-8982 or 501-682-2007 Email: OAG@Arkansasag.gov Website: https://arkansasag.gov/forms/file-a-consumer-complaint</p>
California	<p>California Department of Consumer Affairs Consumer Information Center 1625 North Market Blvd., Suite N-112 Sacramento, California 95834 Tel: (833) 942-1120 Email: dca@dca.ca.gov Website: https://www.dca.ca.gov/consumers/complaints/oos_students.shtml Form: https://www.dca.ca.gov/webapplications/apps/complaint/index.shtml</p> <p>California Department of Consumer Affairs Office of the Attorney General ATTN: Public Inquiry Unit, P.O. Box 944255, Sacramento, CA 94244-2550 Tel: (Toll Free in CA) 800-952-5225 or 916-210-6276 Fax: 916-323-5341 Website: https://oag.ca.gov/ Form: https://oag.ca.gov/contact/general-comment-question-or-complaint-form</p>

<p>Colorado</p>	<p>Colorado Department of Higher Education 1600 Broadway, Suite 2200, Denver, CO 80202 Tel: 303-862-3001 Fax: 303-996-1329 Email: Questions@dhe.state.co.us Website: https://highered.colorado.gov/students/how-do-i/file-a-student-complaint Form: https://highered.colorado.gov/Academics/Complaints/FileComplaint.aspx SARA Portal: https://www.nc-sara.org/directory</p> <p>Consumer Protection & Services Colorado State Attorney General Ralph L. Carr Colorado Judicial Building 1300 Broadway, 10th Floor, Denver, CO 80203 Tel: 720-508-6000 Website: https://coag.gov/about-us/office-sections/consumer-protection</p>
<p>Connecticut</p>	<p>Connecticut Department of Higher Education Commissioner of Higher Education 450 Columbus Blvd, Suite 707, Hartford, CT 06103-1841 Tel: 860-947-1800 Email: ohc.osa@ct.gov Website: http://www.ctohe.org/StudentComplaints.shtml</p> <p>Department of Consumer Protection 450 Columbus Blvd, Suite 901, Hartford, CT 06103 Tel: 860-713-6300 or (Toll Free) 800-842-2649 Email: dcp.complaints@ct.gov Website: http://www.ct.gov/dcp/lib/dcp/Consumer_Statement_CPF2-2.pdf</p>
<p>Delaware</p>	<p>Delaware Department of Education; Teacher and Administrator Quality Delaware Higher Education Office Location: Delaware Department of Education The Townsend Building 401 Federal Street, Suite 2 Dover, DE 19901 Phone: 302-735-4120 or (Toll Free) 800-292-7935 Email: dheo@doe.k12.de.us Website: https://www.doe.k12.de.us/domain/226</p> <p>Delaware Attorney General Delaware Department of Justice Consumer Mediation Unit 820 N French St., 5th Floor, Wilmington, DE 19801 Tel: 800-220-5424 or 302-557-8600 Email: consumer.protection@delaware.gov Website: https://attorneygeneral.delaware.gov/fraud/cpu/complaint/</p>

<p>District of Columbia</p>	<p>District of Columbia Office of the State Superintendent of Education Higher Education Licensure Commission 1050 First Street, NE, 5th Floor, Washington, DC 20002 Tel: 202-727-6436 Website: https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints</p>
<p>Florida</p>	<p>Florida Department of Education Commission for Independent Education 325 W. Gaines St., Suite 1414, Tallahassee, FL 32399-0400 Fax: 850-245-3238 Email: cieinfo@fldoe.org Website: http://www.fldoe.org/policy/cie/student-concerns.stml</p> <p>Florida Office of Attorney General Office of Attorney General State of Florida The Capitol PL-01, Tallahassee, Florida 32399-1050 Tel: 866-966-7226 or 850-414-3990 Website: http://myfloridalegal.com/contact.nsf/contact?Open&Section=Citizen_Services Form: http://myfloridalegal.com/webfiles.nsf/WF/MRAY-8KMFXT/\$file/ConsumerComplaint.pdf</p>
<p>Georgia</p>	<p>Georgia Nonpublic Postsecondary Education Commission 2082 E. Exchange Place, Suite 220, Tucker, GA 30084-5334 Tel: (770) 414-3300 Website: https://gnpec.georgia.gov/student-complaint-forms</p> <p>Governor’s Office of Consumer Affairs 2 Martin Luther King Jr. Dr., Suite 356, Atlanta, GA 30334 Tel: 800-869-1123 or 404-651-8600 Fax: 404-651-9018 Website: https://consumer.georgia.gov/resolve-your-dispute/how-do-i-file-complaint</p>
<p>Hawaii</p>	<p>Hawaii Postsecondary Education Authorization Program Department of Commerce and Consumer Affairs P.O. Box 541, Honolulu, HI 96809 Tel: 808-586-7327 Email: hpeap@dcca.hawaii.gov Website: http://cca.hawaii.gov/hpeap/student-complaint-process/ Form: http://cca.hawaii.gov/hpeap/files/2013/08/Student-Complaint-Form.pdf</p> <p>Department of Commerce & Consumer Affairs Office of Consumer Protection 235 South Beretania St., Room 801, Honolulu, Hawaii 96813</p>

	<p>Tel: 808-586-2630 Email: ocp@dcca.hawaii.gov Website: http://cca.hawaii.gov/consumer-complaints/</p>
Idaho	<p>Idaho State Board of Education 650 West State Street 3rd floor, Boise, ID 83720 Tel: 208-334-2270 Fax: 208-334-2632 Email: board@osbe.idaho.gov Website: https://boardofed.idaho.gov/priv_col_univ/student_complaint.asp</p> <p>Office of the Attorney General Consumer Protection Division 700 W. Jefferson St. Suite 210, P.O. Box 83720, Boise, Idaho 83720 Tel: 208-334-2400 Email: AGLabrador@ag.idaho.gov Website: https://www.ag.idaho.gov/office-resources/online-forms/?form=File%20a%20Complaint&complaint=Consumer%20Complaint Form: https://www.ag.idaho.gov/content/uploads/2018/10/ConsumerComplaintForm_Final.pdf</p>
Illinois	<p>Illinois Board of Higher Education 1 North Old State Capitol Plaza, Suite 333, Springfield, IL 62701-1377 Tel: 217-782-2551 Website: http://www.ibhe.org/ Form: https://complaints.ibhe.org/register.aspx</p> <p>Illinois Department of Attorney General Consumer Fraud Bureau 500 South Second Street, Springfield, IL 62701 Tel: (Toll free in IL) 800-243-0618 or 217-782-1090 Website: https://www.illinoisattorneygeneral.gov/consumers/filecomplaint.html Form: http://www.illinoisattorneygeneral.gov/consumers/conscomp.pdf</p>
Indiana	<p>Indiana Commission for Higher Education Attn: Complaints 101 West Ohio Street, Suite 300, Indianapolis, IN 46204-1984 Tel: 888-528-4719 Email: complaints@che.in.gov Website: http://www.in.gov/che/2744.htm</p> <p>Consumer Protection Division Office of the Indiana Attorney General Government Center South 302 West Washington St., IGCS 5th Floor, Indianapolis, IN 46204 Tel: 317-232-6330 or 800-382-5516</p>

	<p>Website: https://www.in.gov/attorneygeneral/consumer-protection-division/consumer-complaint/ Form: https://inoag.my.salesforce-sites.com/ConsumerComplaintForm</p>
Iowa	<p>Iowa Student Aid Commission 475 SW Fifth St., Suite D, Des Moines, IA 50309 Tel: 515-725-3400 or 877-272-4456 Email: info@iowacollegeaid.gov Website: https://iowacollegeaid.gov/StudentComplaintForm Form: https://iowacollegeaid.co1.qualtrics.com/jfe/form/SV_9Br0hqNMto1FItT</p> <p>Consumer Protection Division Attorney General of Iowa Hoover State Office Building, 1305 E. Walnut, Des Moines, IA 50319 Tel: 888-777-4590 or 515-281-5926 Fax: 515-281-6771 Email: consumer@ag.iowa.gov Website: https://www.iowaattorneygeneral.gov/for-consumers/file-a-consumer-complaint/complaint-form/ Form: https://www.iowaattorneygeneral.gov/media/cms/FILLABLE_Consumer_Protection_Compla_D017CD2C2EFBF.pdf</p>
Kansas	<p>Kansas Board of Regents Attn: Private Postsecondary Education Division 1000 SW Jackson St., Suite 520, Topeka, KS 66612-1368 Tel: 785-430-4240 Website: http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process</p> <p>Office of the Attorney General Consumer Protection Division 120 SW 10th Ave., 2nd Floor, Topeka, KS 66612-1597 Tel: 800-432-2310 or 785-296-3751 Fax: 785-291-3699 Website: https://ag.ks.gov/in-your-corner-kansas Form: https://ag.ks.gov/docs/default-source/forms/consumer-protection-investigation-request.pdf?sfvrsn=6</p>
Kentucky	<p>Kentucky Council on Postsecondary Education 100 Airport Road, Third Floor, Frankfort, KY 40601 Tel: 502-573-1555 Fax: 502-573-1535 Website: http://cpe.ky.gov/campuses/consumer_complaint.html Form: http://cpe.ky.gov/campuses/complaintform</p>

	<p>Office of the Attorney General 700 Capitol Avenue, Capitol Suite 118, Frankfort, Kentucky 40601-3449 Tel: 502-696-5389 or 888-432-9257 Website: https://ag.ky.gov/Pages/default.aspx</p>
Louisiana	<p>Louisiana Board of Regents 1201 N. Third St., Suite 6-200 Baton Rouge, LA 70802 Tel: 225-342-4253 Email: meg.sunstrom@laregents.edu Website: https://www.laregents.edu/regents-resources/#studentparent Form: http://www.regents.la.gov/assets/docs/2013/03/Board-of-Regents-SARA-Student-Complaint-Form.pdf</p> <p>Office of the Attorney General Consumer Protection Section P.O. Box 94005, Baton Rouge, LA 70804 Tel: 800-351-4889 or 225-326-6465 Fax: 225-326-6499 Website: http://www.ag.state.la.us/Page/ConsumerDispute Form: http://www.ag.state.la.us/Form/Consumer/Dispute</p>
Maine	<p>Maine Department of Education 23 State House Station, Augusta, ME 04333-0023 Tel: 207-624-6600 Fax: 207-624-6700 Website: http://www.maine.gov/doe/learning/highered/sara</p> <p>Maine Attorney General Consumer Protection Division 6 State House Station, Augusta, ME 04333 Tel: 207-626-8800 Website: https://www.maine.gov/ag/consumer/complaints/index.shtml Form: http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml</p>
Maryland	<p>Maryland Higher Education Commission 6 North Liberty Street, Baltimore, MD 21201 Tel: 410-767-3300 or 800-974-0203 Website: https://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx</p> <p>Office of the Attorney General Consumer Protection Division 200 St. Paul Place, Baltimore, MD 21202 Tel: 410-528-8662 Email: consumer@oag.state.md.us Website: http://www.oag.state.md.us/Consumer/complaint.htm</p>

<p>Massachusetts</p>	<p>Massachusetts Department of Higher Education One Ashburton Place, Rm. 1401, Boston, MA 02108 Tel: 617-994-6950 Website: https://www.mass.edu/forstufam/complaints/complaints.asp Form: http://www.mass.edu/forstufam/complaints/complaintform.asp</p> <p>Office of the Attorney General Consumer Advocacy & Response Division One Ashburton Place, 20th Floor, Boston, MA 02108 Tel: 617-727-8400 Website: https://www.mass.gov/orgs/office-of-the-attorney-general Form: https://massago.onbaseonline.com/MASSAGO/1700AppNet/UnityForm.aspx?key=UFKey</p>
<p>Michigan</p>	<p>Department of Licensing and Regulatory Affairs Bureau of Commercial Services, Licensing Division & Regulatory Affairs P.O. Box 30018, Lansing, MI 48909 Tel: 517-241-7000 Email: cscl-complaints@michigan.gov Website: https://www.michigan.gov/lara Form: http://www.michigan.gov/documents/lara/LCE-992_0715_494884_7.pdf</p> <p>Office of Attorney General Consumer Protection Division 525 W. Ottawa St., Lansing, MI 48909-7713 Tel: 517-335-7622 or 877-765-8388 Email: miag@michigan.gov Website: https://www.michigan.gov/ag/consumer-protection Form: https://secure.ag.state.mi.us/complaints/consumer.aspx</p>
<p>Minnesota</p>	<p>Office of Higher Education 1450 Energy Park Dr., Suite 350, St Paul, MN 55108 Tel: 800-657-3866 or 651-642-0567 Fax: 651-642-0675 Email: betsy.talbot@state.mn.us Website: http://www.ohe.state.mn.us/mPg.cfm?pageID=1078</p> <p>Office of Minnesota Attorney General Lori Swanson 445 Minnesota Street, Suite 1400, St Paul, MN 55101 Tel: 800-657-3787 or 651-296-3353 Website: https://www.ag.state.mn.us/Office/Complaint.asp Form: https://www.ag.state.mn.us/Office/Forms/ConsumerAssistanceRequest.asp</p>
<p>Mississippi</p>	<p>Mississippi Commission on College Accreditation Attn: MCCA Student Complaints 3825 Ridgewood Road, Jackson, MS 39211-6453</p>

	<p>Tel: 601-432-6372 Fax: 601-432-6225 Web: www.mississippi.edu/mcca/ Form: http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf</p> <p>Consumer Protection Division Office of the Attorney General P.O. Box 220, Jackson, MS 39205 Tel: 601-359-3680 Website: http://www.ago.state.ms.us/</p>
Missouri	<p>Missouri Department of Higher Education P.O. Box 1469 Jefferson City, MO 65102-1469 Tel: 800-473-6757 or 573-751-2361 Fax: 573-751-6635 Email: info@dhe.mo.gov Website: https://dhewd.mo.gov/DistanceEducation.php</p> <p>Attorney General's Office Consumer Protection Unit P.O. Box 899, Jefferson City, MO 65102 Tel: 800-392-8222 or 573-751-3321 Email: consumer.help@ago.mo.gov Website: https://ago.mo.gov/ Form: https://ago.mo.gov/docs/default-source/pdf-forms/consumercomplaintform.pdf</p>
Montana	<p>Montana Board of Regents Office of Commissioner of Higher Education Montana University System 560 N. Park Ave, P.O. Box 203201, Helena, MT 59620-3201 Tel: 406-449-9124 Website: https://mus.edu/che/arsa/StateAuthorization/Students.asp Form: https://media.dojmt.gov/wp-content/uploads/100-Consumer-Complaint-Form.pdf</p> <p>Montana Department of Justice Office of the Attorney General P.O. Box 200151, Helena, MT 59601-0151 Tel: 406-444-4500 or 800-481-6896 Email: Contactdoj@mt.gov Website: https://dojmt.gov/consumer/consumer-complaints/</p>
Nebraska	<p>Nebraska Coordinating Commission for Postsecondary Education P.O. Box 95005, Lincoln, NE 68509-5005 Tel: 402-471-2847 Website: https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions</p>

	<p>Nebraska Office of the Attorney General Consumer Affairs Response Team 2115 State Capitol, Lincoln, NE 68509 Tel: (Toll Free) 800-727-6432 or 402-471-2682 Website: https://ago.nebraska.gov/ Form: https://www.nebraska.gov/apps-ago-complaints/?preSelect=CP_COMPLAINT</p>
<p>Nevada</p>	<p>Commission on Postsecondary Education 2800 E. St. Louis Las Vegas, Nevada 89104 Tel: 702-486-7330 Website: http://cpe.nv.gov/Students/Students_Home/</p> <p>Office of the Attorney General Bureau of Consumer Protection 100 North Carson Street, Carson City, NV 89701 Tel: 775-684-1100 Fax: 775-684-1108 Email: aginquiries@ag.nv.gov Website: http://ag.nv.gov/Complaints/File_Complaint/</p>
<p>New Hampshire</p>	<p>New Hampshire Department of Education - Division of Higher Education Attn: Division Director 101 Pleasant Street, Concord, NH 03301 Tel: 603-271-3494 Email: Stephen.M.Appleby@doe.nh.gov Website: https://www.education.nh.gov/who-we-are/division-of-educator-support-and-higher-education</p> <p>Office of the Attorney General Consumer Protection & Antitrust Bureau 33 Capitol Street, Concord, NH 03301 Tel: 603-271-3641 Fax: 603-223-6202 Email: attorneygeneral@doj.nh.gov Website: https://www.doj.nh.gov/consumer/complaints/index.htm</p>
<p>New Jersey</p>	<p>New Jersey Office of the Secretary of Higher Education 1 John Fitch Plaza 10th Floor, PO Box 542 Trenton, NJ 08625-0542 Tel: 609-292-4310 Website: https://www.state.nj.us/highereducation/ Form: https://www.state.nj.us/highereducation/documents/pdf/OSHEComplaintForm.pdf</p> <p>New Jersey Division of Consumer Affairs</p>

	<p>124 Halsey Street, Newark, NJ 07102 Tel: (Toll Free) 800-242-5846 or 973-504-6200 Email: AskConsumerAffairs@dca.lps.state.nj.us Website: http://www.nj.gov/oag/ca/complaint/ocp.pdf</p>
New Mexico	<p>New Mexico Higher Education Department 2044 Galisteo Street, Suite 4, Santa Fe, NM 87505 Tel: 505-476-8411 Fax: 505-476-8454 Email: HigherEd.info@state.nm.us Website: http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx Form: https://hed.state.nm.us/uploads/documents/NMHED_Student_Complaint_Form_7-2021.pdf</p> <p>Attorney General Hector Balderas Consumer Protection Division 408 Galisteo Street Villagra Building, Santa Fe, NM 87501 Tel: (Toll Free) 844-255-9210 or 505-490-4060 Form: https://secure.nmag.gov/ecs</p>
New York	<p>New York State Education Department Attention: Bureau of Proprietary School Supervision Investigations and Audit Unit 116 West 32nd Street, 5th Floor New York, New York 10001 Tel: 212-643-4760 Fax: 212-643-4765 Email: bpss@nysed.gov Website: http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html Form: http://www.acces.nysed.gov/common/acces/files/bpss/complaintform.pdf</p> <p>New York State Department of State Division of Consumer Protection Consumer Assistance Unit 99 Washington Avenue, Albany, New York 12231-0001 Tel: 800-697-1220 Website: https://dos.ny.gov/file-consumer-complaint Form: https://dos.ny.gov/system/files/documents/2021/08/2098-f.pdf</p>
North Carolina	<p>Postsecondary Education Complaints</p> <p>The State Authorization Unit of the University of North Carolina System Office serves as the official state entity to receive complaints concerning post-secondary institutions that are authorized to operate in North Carolina. If students are unable to resolve a complaint through the institution’s grievance procedures, they can review the Student Complaint Policy (PDF) and submit their complaint using the online complaint form at https://studentcomplaints.northcarolina.edu/form.</p> <p>For more information contact:</p>

	<p>North Carolina Post-Secondary Education Complaints 223 S. West Street, Suite 1800 Raleigh, NC 27603 (919) 962-4550</p> <p>To file a complaint with the Consumer Protection Division of the North Carolina Department of Justice, please visit the State Attorney General’s web page at: http://www.ncdoj.gov/complaint.</p> <p>North Carolina residents may call (877) 566-7226. Outside of North Carolina, please call (919) 716-6000. En Espanol (919) 716-0058. If you choose to mail a complaint, please use the following address:</p> <p>Consumer Protection Division Attorney General’s Office Mail Service Center 9001 Raleigh, NC 27699-9001</p>
North Dakota	<p>North Dakota University System Attn: Claire Gunwall 600 East Boulevard Ave., Dept. 215, Bismarck, ND 58505-0230 Tel: 701-328-2960 Email: stateauth@ndus.edu Website: http://www.ndus.edu/system/state-authorization</p> <p>Office of Attorney General Consumer Protection Division 1720 Burlington Drive Ste C, Bismarck ND 58504-7736 Tel: 800-472-2600 Email: ndag@nd.gov Website: https://attorneygeneral.nd.gov/consumer-resources/consumer-complaints Form: https://attorneygeneral.nd.gov/sites/ag/files/documents/ConsumerComplaint-SFN7418.pdf</p>
Ohio	<p>Ohio Department of Higher Education 25 South Front Street, Columbus, OH 43215-4183 Tel: 614-466-6000 Fax: 614-466-5866 Email: hotline@jighered.ohio.gov Website: https://www.ohiohighered.org/students/complaints</p> <p>Office of Attorney General Consumer Protection Section</p>

	<p>30 E Broad Street, 14th Floor, Columbus, OH 43215 Tel: 800-282-0515 Website: https://www.ohioattorneygeneral.gov/Home Form: http://www.ohioattorneygeneral.gov/Individuals-and-Families/Consumers/File-A-Complaint.aspx</p>
Oklahoma	<p>Oklahoma State Regents for Higher Education 655 Research Parkway, Suite 200, Oklahoma City, OK 73104 Tel: 405-225-9100 Email: communicationsdepartment@osrhe.edu Website: http://www.okhighered.org/current-college-students/complaints.shtml</p> <p>Office of Attorney General Consumer Protection Unit Attn: Investigative Analyst 313 N.E. 21st Street, Oklahoma City, OK 73105 Tel: 405-521-3921 or 918-581-2885 Website: https://www.oag.ok.gov/consumer-protection Form: https://www.oag.ok.gov/sites/g/files/gmc766/f/2019consumercomplaintform.pdf</p>
Oregon	<p>Oregon Higher Education Coordinating Commission Higher Education Coordinating Commission 3225 25th Street SE Salem, OR 97302 Tel: 503-947-5706 Email: hecc.complaints@hecc.oregon.gov Website: https://www.oregon.gov/highered/about/Pages/complaints.aspx</p> <p>Oregon Attorney General Financial Fraud/Consumer Protection Section 1162 Court St. NE, Salem, OR 97301-4096 Tel: 877-877-9392 Email: help@oregonconsumer.gov Website: https://www.doj.state.or.us/ Form: https://justice.oregon.gov/consumercomplaints/</p>
Pennsylvania	<p>Pennsylvania Department of Education State Board of Private Licensed Schools 333 Market Street, 12th Floor, Harrisburg, PA 17126-0333 Tel: 717-783-8228 Email: ra-pls@pa.gov Website: https://www.education.pa.gov/Pages/default.aspx Form: http://www.education.pa.gov/Documents/Postsecondary-Adult/College%20and%20Career%20Education/Private%20Licensed%20Schools/Student%20Complaint%20Form.pdf</p> <p>Office of Attorney General Bureau of Consumer Protection</p>

	<p>15th Floor, Strawberry Square, Harrisburg, PA 17120 Tel: (Toll Free) 800-441-2555 or 717-787-9707 Fax: 717-787-8242 Website: https://www.attorneygeneral.gov/public-protection-division/bureau-consumer-protection/ Form: https://www.attorneygeneral.gov/submit-a-complaint/consumer-complaint /</p>
Rhode Island	<p>Rhode Island Office of the Postsecondary Commissioner 560 Jefferson Boulevard, Suite 200, Warwick, RI 02886 Phone: 401-736-1100 Fax: 401-732-3541 Email: Jill.OlsonCrowley@riopc.edu Website: https://riopc.edu/services/help-for-students /</p> <p>Office of Attorney General RI Office of the Attorney General 150 South Main St, Providence, RI 02903 Tel: 401-274-4400 Website: http://www.riag.ri.gov/ConsumerProtection/About.php Form: https://riag.ri.gov/forms/consumer-complaint</p>
South Carolina	<p>South Carolina Commission on Higher Education Academic Affairs 1122 Lady Street, Suite 400, Columbia, SC 29201 Tel: 803-737-2260 Website: www.che.sc.gov Form: https://www.che.sc.gov/sites/che/files/Documents/Licensing%20updates/Complaint Procedures and Form.pdf</p> <p>South Carolina Department of Consumer Affairs PO Box 5757, 293 Creystone Blvd, Suite 400, Columbia, SC 29250-5757 Tel: (Toll Free) 800-922-1594 or 803-734-4200 Fax: 803-734-4286 Website: https://www.consumer.sc.gov/consumer-resources/consumer-complaints Form: https://www.consumer.sc.gov/sites/default/files/Documents/Complaint%20Form.pdf</p>
South Dakota	<p>South Dakota Secretary of State Capitol Building 500 E. Capitol Ave Ste 204, Pierre, SD 57501-5070 Email: sdsos@state.sd.us Website: https://sdsos.gov/default.aspx</p> <p>Office of Attorney General Division of Consumer Protection</p>

	<p>1302 E Hwy 14 Ste 3, Pierre, SD 57501-8053 Tel: 605-773-4400 or, (in-state only) 1-800-300-1986 Fax: 605-773-7163 Email: consumerhelp@state.sd.us Website: http://consumer.sd.gov/complaintform.aspx Form: https://consumer.sd.gov/docs/Consumer%20Complaint%20Form.pdf</p>
Tennessee	<p>Tennessee Higher Education Commission Parkway Towers, Suite 1900, Nashville, TN 37243-0830 Tel: 615-741-5293 Fax: 615-532-8845 Website: https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html Form: https://www.tn.gov/content/dam/tn/thec/bureau/student_aid_and_compliance/dpsa/complaint_form/Complaint%20Form%20(Rev.%2003.20).pdf</p> <p>Tennessee Division of Consumer Affairs Attorney General’s Office PO Box 20207, Nashville, TN 37202-0207 Tel: (Toll Free in Tennessee) 800-342-8385 or 615-741-4737 Fax: 615-741-4334 Email: consumer.affairs@ag.tn.gov Website: https://www.tn.gov/commerce/section/consumer-affairs</p>
Texas	<p>Texas Higher Education Coordinating Board 1801 N. Congress Ave. Suite 12.200, Austin TX 78701 Tel: 512-427-6101 Fax: 512-427-6127 Email: StudentComplaints@highered.texas.gov Website: https://www.highered.texas.gov/student-complaints/ Form: https://www.txhigheredaccountability.org/CfratInquiry/Home/Create</p> <p>Office of the Attorney General Consumer Protection P.O. Box 12548, Austin, TX 78711-2548 Tel: 800-621-0508 Website: https://www.texasattorneygeneral.gov/consumer-protection Form: https://www.texasattorneygeneral.gov/sites/default/files/files/divisions/consumer-protection/Consumer%20Complaint%20Form%20-%20Texas%20Office%20of%20the%20Attorney%20General.pdf</p>
Utah	<p>Utah Division of Consumer Protection P.O. Box 146704 Salt Lake City, Utah 84114-6704 Tel. (Toll Free in Utah) 800-721-7233 or 801-530-6601 Fax: 801-530-6001 Email: consumerprotection@utah.gov</p>

	<p>Website: https://dcp.utah.gov/complaints.html?f=c Form: https://dcp.utah.gov/downloads/complaint_form.pdf</p> <p>Utah Office of the Attorney General PO Box 142320, SLC UT 84114-2320 Tel: 801-366-0260 Email: UAG@ugatah.gov Website: https://attorneygeneral.utah.gov/ Form: https://attorneygeneral.utah.gov/contact/complaint-form/</p>
Vermont	<p>Vermont Agency of Education State Board of Education 1 National Life Drive, Davis 5, Montpelier, VT 05620-2501 Tel: 802-828-1130 Fax: 802-828-6430 Email: aoe.edinfo@vermont.gov Website: https://education.vermont.gov/documents/postsecondary-program-complaint-resolution</p> <p>Vermont Attorney General’s Office 109 State Street, Montpelier, VT 05609 Tel: 802-828-3171 Website: https://ago.vermont.gov/contact Email: ago.info@vermont.gov Form: https://ago.vermont.gov/consumer-assistance-program-complaint-form/</p>
Virginia	<p>State Council of Higher Education for Virginia 101 N 14th St., 10th Floor, James Monroe Building, Richmond, VA 23219 Tel: 804-225-2600 Website: https://www.schev.edu/students/resources/student-complaints Form: https://www.surveymonkey.com/r/StudentComplaintForm</p> <p>Office of the Attorney General of Virginia Consumer Protection Section 202 North Ninth Street Richmond, Virginia 23219 Tel: (Virginia Only) 800-552-9963 or 804-786-2042 Fax: 804-225-4378 Website: http://ag.virginia.gov/consumer-protection/index.php/file-a-complaint Form: https://www.oag.state.va.us/consumer-protection/files/OAG_Consumer_Complaint_Form_modified_51716.pdf</p>
Washington	<p>Washington Student Achievement Council PO Box 43430, Olympia, WA 98504 Tel: 360-753-7800 Email: studentcomplaints@wa.gov Website: https://www.wsac.wa.gov/student-complaints</p>

	<p>Form: https://www.studentcomplaints.wa.gov/hc/en-us/requests/new?ticket_form_id=360000079351</p> <p>Attorney General's Office Consumer Resource Center 800 5th Ave., Suite 2000, Seattle, WA 98104-3188 Tel: (In-State only) 800-551-4636 or 206-464-6684 Website: https://www.atg.wa.gov/file-complaint Form: https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx</p>
West Virginia	<p>West Virginia Higher Education Policy Commission 1018 Kanawha Blvd, East, Suite700, Charleston, WV 25301 Tel: 304-558-2101 Fax: 304-558-5719 Website: https://www.wvhepc.edu/ Form: https://www.wvhepc.edu/wp-content/uploads/2019/07/Complaint-Form.pdf</p> <p>Office of Attorney General Consumer Protection Division PO BOX 1789, Charleston, WV 25326-1789 Tel: 800-368-8808 or 304-558-8986 Fax: 304-558-0184 Email: consumer@wvago.gov Website: https://ago.wv.gov/Pages/default.aspx Form: https://ago.wv.gov/consumerprotection/Documents/General%20Complaint%20(electronic).pdf</p>
Wisconsin	<p>Wisconsin Educational Approval Program P.O. Box 7090, Madison, WI 53707-7190 Tel: 608-266-2112 Fax: 608-266-2264 Email: dsps@wisconsin.gov Website: https://dsps.wi.gov/Pages/SelfService/FileAComplaint.aspx Form: https://dsps.wi.gov/Documents/102DLSC.pdf</p> <p>Bureau of Consumer Protection 2811 Agriculture Drive, P.O. Box 8911, Madison, WI 53708-8911 TTY: 608-224-5058</p> <p>Website: https://mydatcp.wi.gov/ Form: https://mydatcp.wi.gov/Complaints/complaint/create/da42c589-da19-e511-af89-0050568c06ae</p>
Wyoming	<p>Wyoming Department of Education Cheyenne Office</p>

	<p>122 W. 25th St. Suite E200, Cheyenne, WY 82002 Tel: 307-777-7675 Fax: 307-777-6234 Email: thom.gabrukiewicz@wyo.gov Website: https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/ Form: https://form.jotform.com/212505034743043</p> <p>Wyoming Attorney General's Office Consumer Protection and Antitrust Unit 109 State Capitol, Cheyenne, WY 82002 Phone: 307-777-6397 or 307-777-8962 Email: ag.consumer@wyo.gov Website: http://attorneygeneral.wyo.gov/ Form: https://attorneygeneral.wyo.gov/law-office-division/consumer-protection-and-antitrust-unit/consumer-complaints</p>
	STUDENT COMPLAINT LOCATIONS FOR US TERRITORIES
American Samoa	<p>Department of Protection and Advocacy PO Box 3937 Tafuna, American Samoa 96799 Tel: 684-699-2441 Email: opad3937@gmail.com Website: https://www.opad-as.org/</p>
Federated States of Micronesia	<p>FSM Department of Education PO Box PS 87, Palikir, Pohnpei, FM 96941 Tel: 691-320-2609 Fax: 691-320-5500 Website: https://national.doe.fm/#</p>
Guam	<p>Office of Attorney General Office of the Attorney General Office of Guam Administration Division 590 S. Marine Corps Drive, Ste. 706, Tamuning, Guam 96913 Tel: 671-475-3324 Fax: 671-472-2493 Email: consumerprotection@oagguam.org Website: http://www.guamag.org/ Form: http://www.guamag.org/forms_consumer/2015%20ConsumerComplaintForm.pdf</p>
Midway Islands	<p>Please Note: Information on the proper complaints process for this state/territory is unavailable at this time. When Liberty University receives the information, it will be updated at this location.</p>

<p>Northern Mariana Islands</p>	<p>Please Note: Information on the proper complaints process for this state/territory is unavailable at this time. When Liberty University receives the information, it will be updated at this location.</p>
<p>Puerto Rico</p>	<p>Puerto Rico Council on Higher Education PO Box 9023271, San Juan, PR 009102-3271 Tel: 787-722-2121 Website: http://www.agencias.pr.gov/agencias/cepr/inicio/Pages/SARA.aspx Form: http://www.agencias.pr.gov/agencias/cepr/inicio/DocumentosCEPR/Documents/SARA/SARA_Complaint_Process.pdf</p>
<p>U.S. Virgin Islands</p>	<p>Government of the United States Virgin Islands Department of Education, Office of the Commissioner</p> <p>ST. THOMAS 1834 Kongens Gade, St. Thomas, V.I. 00802 Tel: 340-774-0100</p> <p>ST. CROIX 2133 Hospital Street, Christiansted, St. Croix, 00820 Tel: 340-773-1095</p> <p>Website: https://www.vide.vi/</p>
<p>Palau</p>	<p>Palau Higher Education Agency Madalaih Box 189, Koro, Palau 96940 Tel: 680-488-6425 Website: www.palaumoe.net</p>