

2016 -
2017

DAYTONA COLLEGE
STATE AGENCIES



2016-2017 Revised September 2016

State Agencies

If a student's complaint cannot be resolved after exhausting the Institution's grievance procedure (published in the College Catalog), the student may file a complaint with the agency from the list below that corresponds to the student's place of residence. This list includes contact information for all 50 states and the District of Columbia and should not be construed as informative of what agencies regulate the Institution or in what states the Institution is licensed or required to be licensed. States, through the relevant agencies or Attorney Generals Offices, will accept complaints regardless of whether the Institution is required to be licensed in that state.

PLEASE NOTE: DAYTONA COLLEGE DOES NOT ENROLL RESIDENTS FROM ALL STATES. PLEASE CHECK WITH THE ADMISSIONS DEPARTMENT.

At the time of this publication (September 2016) all the web links and information were current.

ALABAMA

Alabama Commission on Higher Education
P.O. Box 302000
Montgomery, AL 36130-2000
<https://www.accs.cc/index.cfm/school-licensure/complaints/>

ALASKA

Alaska Commission on Postsecondary Education
P.O. Box 110505
Juneau, AK 99811-0505
customer.service@alaska.gov

<http://akadvantage.alaska.gov/>

Alaska Office of Attorney General
Consumer Protection Unit
1031 West Fourth Avenue, Suite 200
Anchorage, AK 99501

http://www.law.state.ak.us/pdf/consumer/FORM_complaint.pdf

ARIZONA

Arizona State Board for Private Postsecondary Education
1400 West Washington Street, Room 260
Phoenix, AZ 85007

<https://ppse.az.gov/>

ARKANSAS

Arkansas Higher Education Coordinating Board
Arkansas Department of Higher Education
114 East Capitol Ave
Little Rock, AR 72201
ADHE_Info@adhe.edu

Arkansas State Board of Private Career Education
501 Woodlane, Suite 312S

Little Rock, AR 72201

<http://sbpce.arkansas.gov/students/Pages/complaintProcess.aspx>

CALIFORNIA

California Bureau of Private Postsecondary Education

P.O. Box 980818

West Sacramento, CA 95798-0818

<http://www.bppe.ca.gov/>

http://www.bppe.ca.gov/forms_pubs/complaint.pdf

COLORADO

Colorado Department of Higher Education

1560 Broadway, Suite 1600

Denver, CO 80202

<http://highered.colorado.gov/Academics/Complaints/>

CONNECTICUT

Board of Regents for Higher Education (formerly Connecticut Department of Higher Education)

61 Woodland Street

Hartford, CT 06105-2326

<http://www.ctdhe.org>

Connecticut Department of Consumer Protection

165 Capitol Avenue, Room 110

Hartford, CT 06106

trade.practices@ct.gov

http://www.ct.gov/dcp/lib/dcp/Consumer_Statement_CPFR-2.pdf

Consumer Complaint Hotline: (800) 842-2649

DELAWARE

Delaware Higher Education Office

Carvel State Office Building, 5th Floor

820 North French Street

Wilmington, DE 19801-3509

dheo@doe.k12.de.us

Delaware Attorney General

Consumer Protection Wilmington:

820 North French Street, 5th floor

Wilmington, DE 19801

<http://www.attorneygeneral.delaware.gov/fraud/cpu/complaint.shtml>

DISTRICT OF COLUMBIA

District of Columbia Office of the State Superintendent of Education

Education Licensure Commission

810 First Street, NE, 9th Floor

Washington, DC 20002

FLORIDA

Florida Commission on Independent Education

325 West Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
commissioner@fldoe.org

<http://www.fldoe.org/policy/cie/file-a-complaint.shtml>

GEORGIA
Georgia Nonpublic Postsecondary Education Commission
2082 East Exchange Place #220
Tucker, GA 30084-5334

<http://gnpec.org/>

HAWAII
Hawaii State Board of Education
P.O. Box 2360
Honolulu, HI 96804
ocp@dcca.hawaii.gov

<http://www.hawaiipublicschools.org/ConnectWithUs/Organization/BoardOfEducation/Pages/home.aspx>

IDAHO
Idaho State Board of Education
Attn: State Coordinator for Private Colleges and Proprietary Schools
650 West State Street, Room 307
P.O. Box 83720
Boise, ID 83720-0037

http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp

ILLINOIS
Illinois Board of Higher Education
431 East Adams, 2nd Floor
Springfield, IL 62701-1404

<http://www.ibhe.state.il.us/consumerInfo/complaint.htm>

Institutional Complaint Hotline: (217) 557-7359

Illinois State Board of Education
100 North 1st Street
Springfield, IL 62777

<http://webprod1.isbe.net/contactisbe/>

Illinois Attorney General
Consumer Fraud Bureau
500 South Second Street
Springfield, IL 62706

<http://www.illinoisattorneygeneral.gov/consumers/conscomp.pdf>

Consumer Fraud Hotline: (800) 243-0618

INDIANA
Indiana Commission on Proprietary Education

Attn: Director of Regulatory Compliance
302 West Washington Street, Room E201
Indianapolis, IN 46204

<http://www.in.gov/cpe/files/sf39280-complaint.pdf>

IOWA

Iowa Student Aid Commission
603 East 12th Street, 5th Floor
Des Moines, IA 50319
info@iowacollegeaid.gov

<http://www.iowacollegeaid.gov/PostsecondaryRegistration/iowacodechapter261b.html>

KANSAS

Kansas Board of Regents
1000 SW Jackson Street, Suite 520
Topeka, KS 66612-1368

<http://www.kansasregents.org/resources/PDF/524-ComplaintProcedureandForm.pdf>

KENTUCKY

Kentucky Council on Postsecondary Education
1024 Capital Center Drive #320
Frankfort, KY 40601-7512
sarah.levy@ky.gov

Office of the Attorney General
Capitol Suite 118
700 Capitol Avenue
Frankfort, KY 40601-3449

<http://kentucky.gov/government/Pages/AgencyProfile.aspx?AgencyTitle=Kentucky%20Higher%20Education%20Assistance%20Authority>

LOUISIANA

Louisiana Board of Regents
P.O. Box 3677
Baton Rouge, LA 70821-3677

<http://www.regents.la.gov/>

MAINE

Maine Department of Education
Complaint Investigator
23 State House Station
Augusta, ME 04333-0023
jonathan.braff@maine.gov

Maine Attorney General
Consumer Protection Division
6 State House Station
Augusta, ME 04333

http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml

MASSACHUSETTS

Massachusetts Board of Higher Education
One Ashburton Place
Room 1401
Boston, MA 02108

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

MICHIGAN

Michigan Department of Labor & Economic Growth
Office of Postsecondary Services
Proprietary School Unit Staff
201 North Washington Square
Lansing, MI 48913

<http://www.michigan.gov/lara/>

MISSISSIPPI

Mississippi Commission of Proprietary Schools and College Registration
3825 Ridgewood Road
Jackson, MS 39211-6453

<http://www.sbcjc.cc.ms.us/program/psDefault.aspx>

Consumer Protection Division
Office of the Attorney General
State of Mississippi
P.O. Box 22947

Jackson, MS 39225-2947

<http://www.ago.state.ms.us/index.php/contact>

MISSOURI

Missouri Department of Higher Education
205 Jefferson Street
P.O. Box 1469
Jefferson City, MO 65102-1469
info@dhe.mo.gov

<http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>

NEBRASKA

Nebraska Coordinating Commission for Postsecondary Education
P.O. Box 95005
Lincoln, NE 68509-5005
Nebraska Attorney General
Consumer Protection Division
2115 State Capitol
Lincoln, NE 68509

https://ago.nebraska.gov/forms/consumer_complaint

Consumer Protection Hotline: (800) 727-6432

NEVADA

Nevada Commission on Postsecondary Education

3663 East Sunset Road, Suite 202
Las Vegas, NV 89120

<http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

NEW HAMPSHIRE

New Hampshire Postsecondary Education Commission
3 Barrell Court #300
Concord, NH 03301-8531

Stephen Berwick
Coordinator, Dispute Resolution, and Constituent Complaints
(603) 271-2299
sberwick@ed.state.nh.us

NEW JERSEY

New Jersey Commission on Higher Education
P.O. Box 542
Trenton, NJ 08625

New Jersey Department of Labor and Workforce Development
1 John Fitch Plaza
P.O. Box 110
Trenton, NJ 08625-0110

http://lwd.dol.state.nj.us/labor/forms_pdfs/edtrain/Conflict%20Resolution%20Questionnaire.pdf

New Jersey Division of Consumer Affairs
124 Halsey Street
Newark, NJ 07102

<http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>

NEW MEXICO

New Mexico Higher Education Department
2048 Galisteo
Santa Fe, NM 87505

<http://www.hed.state.nm.us/>

NEW YORK

New York Office of College and University Evaluation
New York State Education Department
5 North Mezzanine
Albany, NY 12234
ocueinfo@mail.nysed.gov

<http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

New York Bureau of Proprietary School Supervision
New York State Education Department
99 Washington Avenue, Room 1613 OCP
Albany, NY 12234
New York State Department of State
Division of Consumer Protection

Consumer Assistance Unit
5 Empire State Plaza, Suite 2101
Albany, NY 12223-1556

NORTH CAROLINA
North Carolina Community College System Office of Proprietary Schools
200 West Jones Street
Raleigh, NC 27603

North Carolina Consumer Protection
Attorney General's Office
Mail Service Center 9001
Raleigh, NC 27699-9001

<http://www.ncdoj.gov/getdoc/59be4357-41f3-4377-b10f-3e8bd532da5f/Complaint-Form.aspx>

NORTH DAKOTA
North Dakota Department of Career and Technical Education
State Capitol – 15th Floor
600 East Boulevard Avenue, Dept. 270
Bismarck, ND 58505-0610
cte@nd.gov

North Dakota Consumer Protection Division
Office of Attorney General
Gateway Professional Center
1050 East Interstate Avenue, Suite 200
Bismarck, ND 58503-5574

<http://www.ag.state.nd.us/cpat/PDFFiles/SFN7418.pdf>

OHIO
Ohio State Board of Career Colleges and Schools
35 East Gay Street, Suite 403
Columbus, OH 43215-3138

<http://scr.ohio.gov/LinkClick.aspx?fileticket=%2bwaKHWPRAH8%3d&tabid=68>

OKLAHOMA
Oklahoma State Regents for Higher Education
655 Research Parkway, Suite 200
Oklahoma City, OK 73104
Oklahoma State Board of Private Vocational Schools
3700 Classen Boulevard, Suite 250
Oklahoma City, OK 73118-2864

Oklahoma Office of the Attorney General
Consumer Protection Unit
Attn: Investigative Analyst
313 NE 21st Street
Oklahoma City, OK 73105

<http://www.oag.state.ok.us/oagweb.nsf/ccomp.html>

OREGON

Oregon Office of Degree Authorization
1500 Valley River Drive, Suite 100
Eugene, OR 97401
Higher Education Coordinating Commission
775 Court Street NE
Salem OR 97301-3827
Email: info.hecc@state.or.us

<http://www.oregon.gov/HigherEd/Pages/index.aspx>

Oregon Attorney General
Financial Fraud/Consumer Protection Section
1162 Court Street NE
Salem, OR 97301-4096

<http://www.doj.state.or.us/Pages/oregonians/pubs.aspx>

PENNSYLVANIA

Pennsylvania Department of Education
333 Market Street
Harrisburg, PA 17126-0333
Office of Attorney General
Bureau of Consumer Protection
14th Floor, Strawberry Square
Harrisburg, PA 17120

<http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/default.aspx#tab-1>

RHODE ISLAND

Rhode Island Board of Governors for Higher Education
Shepard Building
80 Washington Street
Providence, RI 02903

Rhode Island Department of Attorney General
Consumer Protection Unit
150 South Main Street
Providence, RI 02903

<http://www.riag.ri.gov/ConsumerProtection/About.php#>

SOUTH CAROLINA

South Carolina Commission on Higher Education
1333 Main Street, Suite 200
Columbia, SC 29201

https://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf

SOUTH DAKOTA

South Dakota Board of Regents
306 East Capitol Avenue, Suite 200
Pierre, SD 57501-2545

South Dakota Office of Attorney General
Division of Consumer Protection
1302 East Highway 14, Suite 3
Pierre, SD 57501-8053

<http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx>

TENNESSEE

Tennessee Higher Education Commission
404 James Robertson Parkway, Suite 1900
Nashville, TN 37243

<http://www.tn.gov/thec/topic/about-thec>

TEXAS

Texas Higher Education Coordinating Board
1200 East Anderson Lane
Austin, TX 78752
Office of the Attorney General
Consumer Protection Division
P.O. Box 12548
Austin, TX 78711-2548

<https://www.oag.state.tx.us/consumer/complaintform.pdf>

U.S. VIRGIN ISLANDS

Government of the U.S. Virgin Islands
Department of Education
Office of the Commissioner
1834 Kongens Gade
St. Thomas, V.I. 00802

UTAH

Utah Division of Consumer Protection
160 East 300 South
Salt Lake City, UT 84111
consumerprotection@utah.gov

<http://consumerprotection.utah.gov/>

VERMONT

Vermont Department of Education
State Board of Education
120 State Street
Montpelier, VT 05620-2501

<http://education.vermont.gov/student-learning/flexible-pathways/career-technical-education>

VIRGINIA

State Council of Higher Education
101 North 14th St.
James Monroe Building
Richmond, VA 23219
communications@schev.edu

<http://www.schev.edu/>

WASHINGTON

Washington Higher Education Coordinating Board
917 Lakeridge Way
P.O. Box 43430
Olympia, WA 98504-3430
dainfo@hecb.wa.gov

<http://www.wsac.wa.gov/profit-schools-study>

Washington Workforce Training and Education Coordinating Board
128 10th Avenue SW
P.O. Box 43105
Olympia, WA 98504-3105
workforce@wtb.wa.gov

http://www.wtb.wa.gov/PCS_Complaints.asp

Washington State Office of the Attorney General
1125 Washington Street SE
P.O. Box 40100
Olympia, WA 98504-0100

<https://fortress.wa.gov/atg/formhandler/ago/ContactForm.aspx?subject=Consumer%20Protection>

WEST VIRGINIA

West Virginia Higher Education Policy Commission
1018 Kanawha Boulevard E., Suite 700
Charleston, WV 25301-2800

Community and Technical College System of West Virginia
1018 Kanawha Boulevard E., Suite 700
Charleston, WV 25301

West Virginia Office of the Attorney General
Consumer Protection Division
P.O. Box 1789
Charleston, WV 25326-1789

<http://www.wvago.gov/pdf/general-consumer-complaint-form.pdf>

WISCONSIN

Wisconsin Educational Approval Board
30 West Mifflin Street, 9th Floor
P.O. Box 8696
Madison, WI 53708
eabmail@eab.state.wi.us

<http://eab.state.wi.us/resources/complaint.asp>

WYOMING

Wyoming Department of Education
2300 Capitol Avenue

Hathaway Building, 2nd Floor
Cheyenne, WY 82002-0050

Attorney General's Office
123 Capitol Building
200 West 24th Street
Cheyenne, WY 82002

<http://ag.wyo.gov/cpu/consumer-complaints>