

BERKELEY COLLEGE COMPLAINT CONTACT INFORMATION BY STATE

Berkeley College is accredited by the Middle States Commission on Higher Education located at 3624 Market Street, 2nd Floor West, Philadelphia, PA 19104, (267)-284-5000. Complaints may be addressed to the Middle States Commission on Higher Education; the licensing body for the state in which the specific program is taught on-site (either the New York State Education Department or the New Jersey Office of the Secretary of Higher Education); and/or the appropriate body in the student's state of residence. Many state agencies request that students first exhaust their college or university's internal grievance complaint procedures prior to filing a complaint. Detailed information by state is provided below.

State	Agency	Complaint Process Information
Alabama	Berkeley College Online does not enroll residents of Alabama	
Alaska	Alaska Commission on Postsecondary Education P.O. Box 110505 Juneau, AK 99811-0505 Kierke A. Kussart, Program Coordinator for Institutional Authorization Phone: (907-465-6741) EED.ACPE-IA@alaska.gov	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 AS 14.48.130 and 20 AAC 17.130-145. Students are encouraged to pursue the complaint process at their institutions prior to contacting ACPE. To request a complaint form send an email to: EED.ACPE-IA@alaska.gov . For more information see: http://acpe.alaska.gov/ABOUT_US/Consumer_Protection
Arizona	Arizona State Board for Private Postsecondary Education 1400 Washington Street Phoenix, AZ 85007 Keith Blanchard Deputy Director/Investigator (602)-542-5769 Keith.blanchard@azppse.gov	Follow instructions on the agency's website: http://ppse.az.gov/complaint Contact person for receiving complaints:
Arkansas	Berkeley College Online does not enroll residents of Arkansas	

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California	California Bureau for Private Postsecondary Education 2535 Capitol Oaks Drive, Suite 400 Sacramento, CA 95833 Phone: (916)-431-6914 Fax: (916)-263-1897	Follow instructions on the agency's website: http://www.bppe.ca.gov/enforcement/complaint.shtml .
Colorado	Colorado Department of Higher Education 1560 Broadway, Suite 1600 Denver, CO 80202 Heather DeLange, Academic Policy Officer Phone: (303)-866-4209 heather.delange@dhe.state.co.us	Follow instructions on the agency's website: http://highered.colorado.gov/Academics/Complaints/default.html
Connecticut	Connecticut Office of Higher Education 39 Woodland Street Hartford, CT 06105-2326 Phone: 860-947-1800 Email: edinfo@ctohe.org	Follow instructions on the agency's website: http://www.ctohe.org/studentcomplaints.shtml
Delaware	Delaware Department of Education Higher Education Office The Townsend Building 401 Federal Street, Suite 2 Dover, DE 19901 Phone: (302)-735-4000 Email: IHE@doe.k12.de.us	http://dedoe.schoolwires.net/Page/2918 Students must first address his or her complaint with the institution and follow the policy or procedures for appeals, if applicable. If no resolution has been reached after exhausting that process, students may direct his or her complaint to the Delaware Department of Education, Higher Education Office.

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District of Columbia	District of Columbia Education Licensure Commission Office of the State Superintendent of Education Education Licensure Commission 810 First Street, NE, 2 nd Floor Washington, D.C. 20002 Phone: (202) 727-6436	Follow instructions on the agency's website: http://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints
Florida	Florida Department of Education Commission for Independent Education 325 W. Gaines Street, Suite 1414 Tallahassee, FL 32399-0400 Email: cieinfo@fldoe.org Fax: (850)-245-3238	Follow instructions on the agency's website: http://cdn.fldoe.org/policy/cie/file-a-complaint.stml
Georgia	Georgia Nonpublic Postsecondary Education Commission 2082 East Exchange Place, Suite 220 Tucker, GA 30084-5305	Follow instructions on the agency's website: http://gnpec.org/consumer-resources/gnpec-authorized-school-complainant-form/
Hawaii	Hawaii Postsecondary Education Authorization Program Department of Commerce and Consumer Affairs P.O. Box 541 Honolulu, HI 96809 Phone: (808)-586-7327 hpeap@dcca.hawaii.gov	Follow instructions on the agency's website: http://cca.hawaii.gov/hpeap/student-complaint-process/

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Idaho	Idaho State Board of Education 650 West State Street, Suite 307 (P.O. Box 83720) Boise, ID 83720-0037 Val Fenske State Coordinator for Private Colleges & Proprietary Schools Phone: (208)-332-1587 valerie.fenske@osbe.idaho.gov	Follow instructions on the agency's website: http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp
Illinois	Illinois Board of Higher Education 431 East Adams, 2 nd Floor Springfield, IL 62701 Institutional Complaint Hotline: (217) 557-7359 Email: complaints@ibhe.org	Follow instructions on the agency's website: http://www.ibhe.state.il.us/consumerinfo/complaint.htm
Indiana	Berkeley College Online does not enroll residents of Indiana	
Iowa	Iowa College Student Aid Commission 430 East Grand Avenue, FL 3 Des Moines, IA 50309-1920 Carolyn Small, Postsecondary Registration Administrator 877-272-4456	Follow instructions on the agency's website: https://www.iowacollegeaid.gov/content/constituent-request-review
Kansas	Kansas Board of Regents Private Postsecondary Education Division 1000 SW Jackson, Suite 520 Topeka, KS 66612-1368	Follow instructions on the agency's website: http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process

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Kentucky	Kentucky Council on Postsecondary Education 1024 Capital Center Drive, Suite 320 Frankfort, KY 40601 Phone: (502)-573-1555	Follow instructions on the agency's website: http://cpe.ky.gov/campuses/consumer_complaint.html Email: cpeconsumercomplaint@ky.gov
Louisiana	Louisiana Board of Regents <u>Mailing Address:</u> P.O Box 3677 Baton Rouge, LA 70821-3677 <u>Physical Address:</u> 1201 N. Third Street, Suite 6-200 Baton Rouge, LA 70802	http://www.ag.state.la.us/article.aspx?articleID=36&catID=15 Complaints may be directed to: Louisiana Office of the Attorney General Consumer Protection Section P.O. Box 94005 Baton Rouge, LA 70804-9005 Phone: 1-800-351-4889 Fax: (225)-326-6499
Maine	Maine Department of Education Office of Higher Education Services 23 State House Station Augusta, ME 04333-0023 Angel Martinez Loreda, Higher Education Specialist Phone: (207)-624-6846 Email: angel.loredo@maine.gov	Complaints may be directed in writing to the Maine Department of Education, Office of Higher Education with specific facts and allegations and signed by the complainant.

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Maryland	Maryland Higher Education Commission 6 N. Liberty Street, 10 th Floor Baltimore, MD 21207	<p>Follow instructions on the agency's website: http://mhec.maryland.gov/institutions_training/Documents/acadaff/MHECS_tudentComplaintProcedures.pdf</p> <p>http://mhec.maryland.gov/institutions_training/Documents/acadaff/MHECS_tudentComplaintForms.pdf</p> <p>Complaints pertaining to potential violations of consumer protection: Maryland Office of the Attorney General, Consumer Protection Division 200 Saint Paul Place Baltimore, MD 21202 Phone: (410)-528-8662 http://www.marylandattorneygeneral.gov/Pages/CPD/Complaint.aspx</p>
Massachusetts	Berkeley College Online does not enroll residents of Massachusetts	
Michigan	Berkeley College Online does not enroll residents of Michigan	
Minnesota	Berkeley College Online does not enroll residents of Minnesota	
Mississippi	Mississippi Commission on College Accreditation 3825 Ridgewood Road Jackson, MS 39211 Menia Dykes Director of Accreditation mdykes@mississippi.edu	<p>Follow the instructions on the agency's website: http://www.mississippi.edu/mcca/student_complaint_process.asp</p> <p>Student Complaint Form: http://www.mississippi.edu/mcca/downloads/mccastudentcomplaintform.pdf</p>

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Missouri	Missouri Department of Higher Education 205 Jefferson Street P.O. Box 1469 Jefferson City, MO 65102-1469 Phone: (573)-751-2361 Info@dhe.mo.gov	Follow instructions on the agency's website: http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf
Montana	Montana University System Office of the Commissioner of Higher Education 2500 Broadway Street P.O. Box 203201 Helena, MT 59620-3201	Follow the instructions on the agency's website: http://mus.edu/MUS-Statement-of-Complaint-Process.asp
Nebraska	Nebraska Coordinating Commission for Postsecondary Education P.O. Box 95005 Lincoln, NE 68509-5005	Follow instructions on the agency's website: https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions
Nevada	Nevada Commission on Postsecondary Education 8778 South Maryland Parkway, Suite 115 Las Vegas, NV 89123	Follow instructions on the agency's website: http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm
New Hampshire	New Hampshire Department of Education Division of Higher Education - Higher Education Commission 101 Pleasant Street Concord, NH 03301 Edward R. MacKay, Director Phone: (603)-271-0256 Email: edward.mackay@doe.nh.gov	Follow instructions on the agency's website: http://www.education.nh.gov/highered/compliance-allegation.htm

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New Jersey	<p>New Jersey Office of the Secretary of Higher Education</p> <p>Phone: (609)-292-4310 Fax: (609)-292-7225</p> <p><u>Mailing Address:</u> P.O. Box 542 Trenton, NJ 08625-0542</p> <p><u>Physical Address:</u> 20 West State Street, 4th Floor Trenton, NJ 08608-1206</p>	<p>Follow instructions on agency's website: http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml</p>
New Mexico	<p>Berkeley College Online does not enroll residents of New Mexico</p>	
New York	<p>New York Office of College and University Evaluation New York State Department of Education 89 Washington Avenue Room 969 EBA Albany, NY 11234</p> <p>Phone: (518)-474-1551 Fax: (518)-486-2779 Email: ocueinfo@mail.nysed.gov</p>	<p>Follow instructions on the agency's website: http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</p>

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North Carolina	The University of North Carolina Board of Governors UNC General Administration 910 Raleigh Road P.O. Box 2688 Chapel Hill, NC 27514 Phone: (919)-962-4550 Email: studentcomplaint@northcarolina.edu	Follow instructions on the agency's website: https://www.northcarolina.edu/complaints
North Dakota	Berkeley College Online does not enroll residents of North Dakota	
Ohio	Ohio Board of Regents 25 South Front Street Columbus, OH 43215	Follow instructions on the agency's website: https://www.ohiohighered.org/students/complaints
	Ohio State Board of Career Colleges and Schools 30 East Broad Street, 24 th Floor Columbus, OH 43215	Follow instructions on the agency's website: http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx
Oklahoma	Oklahoma State Regents for Higher Education 655 Research Parkway, Suite 200 Oklahoma City, OK 73104 Phone: (405)-225-9100	Follow instructions on the agency's website: http://www.okhighered.org/current-college-students/complaints.shtml
Oregon	Berkeley College Online does not enroll residents of Oregon	

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Pennsylvania	Pennsylvania Department of Education Division of Higher Education 333 Market Street, 12 th Floor Harrisburg, PA 17126-0333	Follow instructions on the agency's website: http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#tab-1
Rhode Island	Rhode Island Office of Higher Education 80 Washington Street, Suite 524 Providence, RI 02903	Follow instructions on the agency's website: http://www.ribghe.org/students.htm (click "Student Complaint Procedure") Procedures: http://www.ribghe.org/pdfs/BOGStudentComplaintProcessII011012.pdf
South Carolina	South Carolina Commission on Higher Education Academic Affairs and Licensing 1122 Lady Street, Suite 300 Columbia, SC 29201 Phone: (803)-737-2260 Email: submitcomplaint@che.sc.gov	Follow the agency's instructions: http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf
South Dakota	South Dakota Secretary of State Office 500 E. Capitol Avenue Pierre, SD 57501 Phone: (605)-773-2797 Email: SOS.EDU@state.sd.us	Follow instructions: http://consumer.sd.gov/complaintform.aspx South Dakota Office of the Attorney General Division of Consumer Protection 1302 E Highway 14, Suite 3 Pierre SD 57501-8501 Phone: (605) 773-4400 Email: consumerhelp@state.sd.us

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Tennessee	Tennessee Higher Education Commission Division of Postsecondary School Authorization Parkway Towers, Suite 1800 404 James Robertson Parkway Nashville, TN 37243 Phone: (615)-741-5293	See instructions on the agency's complaint form: http://tn.gov/assets/entities/thec/attachments/ComplaintForm.pdf
Texas	Texas Workforce Commission 101 East 15 th Street, Room 226T Austin, TX 78778-0001 Phone: (512)-936-3100 Fax: (512)-936-3111 Email: career.schools@twc.state.tx.us	Follow instructions on the agency's website: http://www.twc.state.tx.us/partners/career-schools-colleges-forms-publications#complaints
	Texas Higher Education Coordinating Board 1200 E. Anderson Lane Austin, TX 78752	Follow instructions on agency's website: http://www.theccb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9
Utah	Utah Division of Consumer Protection 160 East 300 South Salt Lake City, UT 84114 Phone: (801)-530-6601 Email: consumerprotection@utah.gov	Follow instructions on agency's website: http://consumerprotection.utah.gov/complaints/index.html Instructions to file a complaint: http://consumerprotection.utah.gov/complaints/manual.html

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Vermont	Vermont State Board of Education Vermont Agency of Education 219 North Main Street, Suite 402 Barre, VT 05641 Phone: (802)-479-1030 Fax: (802)-479-1835	Follow instructions on the agency's website: http://education.vermont.gov/documents/postsecondary-program-complaint-resolution Information and instructions: http://education.vermont.gov/sites/aoe/files/documents/edu-postsecondary-program-complaint-resolution.pdf
Virginia	Virginia State Council of Higher Education Private & Out-of-State Postsecondary Education 101 N. 14 th Street, 10 th Floor James Monroe Building Richmond, VA 23219 Phone: (804)-225-2600	Follow instructions on the agency's website: http://www.schev.edu/index/students-and-parents/resources/student-complaints
Washington	Washington Student Achievement Council P.O. Box 43430 Olympia, WA 98504-3430 Phone: (360)-753-7800 Email: complaints@wsac.wa.gov	Follow instructions on the agency's website: http://www.wsac.wa.gov/student-complaints

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West Virginia	<p>West Virginia Higher Education Policy Commission Community & Technical College System of West Virginia 1018 Kanawha Boulevard, East - Suite 700 Charleston, WV 25301</p> <p>WVHEPC Phone: (304)-558-2101 CTCWV Phone: (304)-558-0265</p>	<p>Follow instructions on the agency's website: http://wvctcs.org/student-complaints/</p> <p>Consumer complaints: State of West Virginia - Office of the Attorney General Consumer Protection Division Phone: 1-800-368-8808 Email: consumer@wvago.gov Website: http://www.ago.wv.gov/Pages/consumercomplaint.aspx</p>
Wisconsin	Berkeley College Online does not enroll residents of Wisconsin	
Wyoming	<p>Wyoming Department of Education Hathaway Building, 2nd Floor, 2300 Capitol Avenue Cheyenne, WY 82002</p> <p>Elaine Marces Phone: (307)-777-6210 Email: Elaine.marces@wyo.gov</p>	<p>Follow instructions on the agency's website: http://edu.wyoming.gov/downloads/schools/student-complaint-process.pdf</p> <p>Complaint Form: http://edu.wyoming.gov/downloads/schools/student-complaint-form.pdf</p>
Guam (U.S. Territory)	<p>Office of the Attorney General of Guam 590 S. Marine Corps Dr., Ste. 706 Tamuning, Guam 96913</p> <p>Phone: (671)-475-3324</p>	http://www.guamag.org/index.html