

## BERKELEY COLLEGE COMPLAINT CONTACT INFORMATION BY STATE

Berkeley College is accredited by the Middle States Commission on Higher Education located at 3624 Market Street, 2<sup>nd</sup> 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
<b>Alabama</b>	Berkeley College Online does not enroll residents of Alabama	
<b>Alaska</b>	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) <a href="mailto:EED.ACPE-IA@alaska.gov">EED.ACPE-IA@alaska.gov</a>	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: <a href="mailto:EED.ACPE-IA@alaska.gov">EED.ACPE-IA@alaska.gov</a> . For more information see: <a href="http://acpe.alaska.gov/ABOUT_US/Consumer_Protection">http://acpe.alaska.gov/ABOUT_US/Consumer_Protection</a>
<b>Arizona</b>	Arizona State Board for Private Postsecondary Education 1400 Washington Street Phoenix, AZ 85007  Keith Blanchard Deputy Director/Investigator (602)-542-5769 <a href="mailto:Keith.blanchard@azppse.gov">Keith.blanchard@azppse.gov</a>	Follow instructions on the agency's website: <a href="http://ppse.az.gov/complaint">http://ppse.az.gov/complaint</a>  Contact person for receiving complaints:
<b>Arkansas</b>	Berkeley College Online does not enroll residents of Arkansas	

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<b>California</b>	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: <a href="http://www.bppe.ca.gov/enforcement/complaint.shtml">http://www.bppe.ca.gov/enforcement/complaint.shtml</a> .
<b>Colorado</b>	Colorado Department of Higher Education 1560 Broadway, Suite 1600 Denver, CO 80202  Heather DeLange, Academic Policy Officer Phone: (303)-866-4209 <a href="mailto:heather.delange@dhe.state.co.us">heather.delange@dhe.state.co.us</a>	Follow instructions on the agency's website: <a href="http://highered.colorado.gov/Academics/Complaints/default.html">http://highered.colorado.gov/Academics/Complaints/default.html</a>
<b>Connecticut</b>	Connecticut Office of Higher Education 39 Woodland Street Hartford, CT 06105-2326  Phone: 860-947-1800 Email: <a href="mailto:edinfo@ctohe.org">edinfo@ctohe.org</a>	Follow instructions on the agency's website: <a href="http://www.ctohe.org/studentcomplaints.shtml">http://www.ctohe.org/studentcomplaints.shtml</a>
<b>Delaware</b>	Delaware Department of Education, Higher Education Office The Townsend Building 401 Federal Street, Suite 2 Dover, DE 19901  Patrick J. Dunn <a href="mailto:pat.dunn@doe.k12.de.us">pat.dunn@doe.k12.de.us</a> Phone: (302) 857-3388	<a href="http://dedoe.schoolwires.net/Page/2996">http://dedoe.schoolwires.net/Page/2996</a>  Students must first address complaint with his or her college or university. 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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<b>District of Columbia</b>	District of Columbia Education Licensure Commission Office of the State Superintendent of Education Education Licensure Commission 810 First Street, NE, 2 <sup>nd</sup> Floor Washington, D.C. 20002  Phone: (202) 727-6436	Follow instructions on the agency's website: <a href="http://osse.dc.gov/service/education-licensure-commission-elc-public-complaints">http://osse.dc.gov/service/education-licensure-commission-elc-public-complaints</a>
<b>Florida</b>	Florida Department of Education Commission for Independent Education 325 W. Gaines Street, Suite 1414 Tallahassee, FL 32399-0400  Email: <a href="mailto:cieinfo@fldoe.org">cieinfo@fldoe.org</a> Fax: (850)-245-3238	Follow instructions on the agency's website: <a href="http://cdn.fldoe.org/policy/cie/file-a-complaint.stml">http://cdn.fldoe.org/policy/cie/file-a-complaint.stml</a>
<b>Georgia</b>	Georgia Nonpublic Postsecondary Education Commission 2082 East Exchange Place, Suite 220 Tucker, GA 30084-5305	Follow instructions on the agency's website: <a href="http://gnpec.org/consumer-resources/gnpec-authorized-school-complainant-form/">http://gnpec.org/consumer-resources/gnpec-authorized-school-complainant-form/</a>
<b>Hawaii</b>	Hawaii Postsecondary Education Authorization Program Department of Commerce and Consumer Affairs P.O. Box 541 Honolulu, HI 96809  Phone: (808)-586-7327 <a href="mailto:hpeap@dcca.hawaii.gov">hpeap@dcca.hawaii.gov</a>	Follow instructions on the agency's website: <a href="http://cca.hawaii.gov/hpeap/student-complaint-process/">http://cca.hawaii.gov/hpeap/student-complaint-process/</a>

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<b>Idaho</b>	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 <a href="mailto:valerie.fenske@osbe.idaho.gov">valerie.fenske@osbe.idaho.gov</a>	Follow instructions on the agency's website: <a href="http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp">http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp</a>
<b>Illinois</b>	Illinois Board of Higher Education 431 East Adams, 2 <sup>nd</sup> Floor Springfield, IL 62701  Institutional Complaint Hotline: (217) 557-7359 Email: <a href="mailto:complaints@ibhe.org">complaints@ibhe.org</a>	Follow instructions on the agency's website: <a href="http://www.ibhe.state.il.us/consumerinfo/complaint.htm">http://www.ibhe.state.il.us/consumerinfo/complaint.htm</a>
<b>Indiana</b>	Berkeley College Online does not enroll residents of Indiana	
<b>Iowa</b>	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: <a href="https://www.iowacollegeaid.gov/content/constituent-request-review">https://www.iowacollegeaid.gov/content/constituent-request-review</a>
<b>Kansas</b>	Kansas Board of Regents Private Postsecondary Education Division 1000 SW Jackson, Suite 520 Topeka, KS 66612-1368	Follow instructions on the agency's website: <a href="http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process">http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process</a>

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<b>Kentucky</b>	Kentucky Council on Postsecondary Education 1024 Capital Center Drive, Suite 320 Frankfort, KY 40601	Student must first make a reasonable effort to resolve the grievance with the institution. If a mutually satisfactory solution cannot be reached, the student may submit a complaint in writing via letter or email. Writing must contain: name of the student, address, email, phone, name of the institution, location of institution, dates of attendance and description of the problem and any supporting documentation. For additional information see: <a href="http://cpe.ky.gov/policies/academicpolicies/faqs-students.htm">http://cpe.ky.gov/policies/academicpolicies/faqs-students.htm</a>  Email: <a href="mailto:cpeconsumercomplaint@ky.gov">cpeconsumercomplaint@ky.gov</a>
<b>Louisiana</b>	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	<a href="http://www.ag.state.la.us/article.aspx?articleID=36&amp;catID=15">http://www.ag.state.la.us/article.aspx?articleID=36&amp;catID=15</a>  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
<b>Maine</b>	Maine Department of Education Office of Higher Education Services 23 State House Station Augusta, ME 04333-0023  Angel Martinez Loredo, Higher Education Specialist Phone: (207)-624-6846 Email: <a href="mailto:angel.loredo@maine.gov">angel.loredo@maine.gov</a>	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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<b>Maryland</b>	Maryland Higher Education Commission 6 N. Liberty Street, 10 <sup>th</sup> Floor Baltimore, MD 21207	Follow instructions on the agency's website: <a href="http://mhec.maryland.gov/institutions_training/Documents/acadaff/MHECS_tudentComplaintProcedures.pdf">http://mhec.maryland.gov/institutions_training/Documents/acadaff/MHECS_tudentComplaintProcedures.pdf</a>  <a href="http://mhec.maryland.gov/institutions_training/Documents/acadaff/MHECS_tudentComplaintForms.pdf">http://mhec.maryland.gov/institutions_training/Documents/acadaff/MHECS_tudentComplaintForms.pdf</a>  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 <a href="http://www.marylandattorneygeneral.gov/Pages/CPD/Complaint.aspx">http://www.marylandattorneygeneral.gov/Pages/CPD/Complaint.aspx</a>
<b>Massachusetts</b>	Berkeley College Online does not enroll residents of Massachusetts	
<b>Michigan</b>	Berkeley College Online does not enroll residents of Michigan	
<b>Minnesota</b>	Berkeley College Online does not enroll residents of Minnesota	
<b>Mississippi</b>	Mississippi Commission on College Accreditation 3825 Ridgewood Road Jackson, MS 39211  Menia Dykes Director of Accreditation <a href="mailto:mdykes@mississippi.edu">mdykes@mississippi.edu</a>	Follow the instructions on the agency's website: <a href="http://www.mississippi.edu/mcca/student_complaint_process.asp">http://www.mississippi.edu/mcca/student_complaint_process.asp</a>  Student Complaint Form: <a href="http://www.mississippi.edu/mcca/downloads/mccastudentcomplaintform.pdf">http://www.mississippi.edu/mcca/downloads/mccastudentcomplaintform.pdf</a>

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<b>Missouri</b>	Missouri Department of Higher Education 205 Jefferson Street P.O. Box 1469 Jefferson City, MO 65102-1469 Phone: (573)-751-2361 <a href="mailto:Info@dhe.mo.gov">Info@dhe.mo.gov</a>	Follow instructions on the agency's website: <a href="http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf">http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf</a>
<b>Montana</b>	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: <a href="http://mus.edu/MUS-Statement-of-Complaint-Process.asp">http://mus.edu/MUS-Statement-of-Complaint-Process.asp</a>
<b>Nebraska</b>	Nebraska Coordinating Commission for Postsecondary Education P.O. Box 95005 Lincoln, NE 68509-5005	Follow instructions on the agency's website: <a href="https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions">https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions</a>
<b>Nevada</b>	Nevada Commission on Postsecondary Education 8778 South Maryland Parkway, Suite 115 Las Vegas, NV 89123	Follow instructions on the agency's website: <a href="http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm">http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm</a>
<b>New Hampshire</b>	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: <a href="mailto:edward.mackay@doe.nh.gov">edward.mackay@doe.nh.gov</a>	Follow instructions on the agency's website: <a href="http://www.education.nh.gov/highered/compliance-allegation.htm">http://www.education.nh.gov/highered/compliance-allegation.htm</a>

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<b>New Jersey</b>	<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, 4<sup>th</sup> Floor            Trenton, NJ 08608-1206</p>	<p>Follow instructions on agency's website:  <a href="http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml">http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml</a></p>
<b>New Mexico</b>	<p>Berkeley College Online does not enroll residents of New Mexico</p>	
<b>New York</b>	<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: <a href="mailto:ocueinfo@mail.nysed.gov">ocueinfo@mail.nysed.gov</a></p>	<p>Follow instructions on the agency's website:  <a href="http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html">http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</a></p>



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<b>North Carolina</b>	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: <a href="mailto:studentcomplaint@northcarolina.edu">studentcomplaint@northcarolina.edu</a>	Follow instructions on the agency's website: <a href="https://www.northcarolina.edu/complaints">https://www.northcarolina.edu/complaints</a>
<b>North Dakota</b>	Berkeley College Online does not enroll residents of North Dakota	
<b>Ohio</b>	Ohio Board of Regents 25 South Front Street Columbus, OH 43215	Follow instructions on the agency's website: <a href="https://www.ohiohighered.org/students/complaints">https://www.ohiohighered.org/students/complaints</a>
	Ohio State Board of Career Colleges and Schools 30 East Broad Street, 24 <sup>th</sup> Floor Columbus, OH 43215	Follow instructions on the agency's website: <a href="http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx">http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx</a>
<b>Oklahoma</b>	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: <a href="http://www.okhighered.org/current-college-students/complaints.shtml">http://www.okhighered.org/current-college-students/complaints.shtml</a>
<b>Oregon</b>	Berkeley College Online does not enroll residents of Oregon	

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<b>Pennsylvania</b>	Pennsylvania Department of Education Division of Higher Education 333 Market Street, 12 <sup>th</sup> Floor Harrisburg, PA 17126-0333	Follow instructions on the agency's website: <a href="http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#tab-1">http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#tab-1</a>
<b>Rhode Island</b>	Rhode Island Office of Higher Education 80 Washington Street, Suite 524 Providence, RI 02903	Follow instructions on the agency's website: <a href="http://www.ribghe.org/students.htm">http://www.ribghe.org/students.htm</a> (click "Student Complaint Procedure")  Procedures: <a href="http://www.ribghe.org/pdfs/BOGStudentComplaintProcessII011012.pdf">http://www.ribghe.org/pdfs/BOGStudentComplaintProcessII011012.pdf</a>
<b>South Carolina</b>	South Carolina Commission on Higher Education Academic Affairs and Licensing 1122 Lady Street, Suite 300 Columbia, SC 29201  Phone: (803)-737-2260 Email: <a href="mailto:submitcomplaint@che.sc.gov">submitcomplaint@che.sc.gov</a>	Follow the agency's instructions: <a href="http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf">http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf</a>
<b>South Dakota</b>	Berkeley College Online does not enroll residents of South Dakota	
<b>Tennessee</b>	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: <a href="http://tn.gov/assets/entities/thec/attachments/ComplaintForm.pdf">http://tn.gov/assets/entities/thec/attachments/ComplaintForm.pdf</a>

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<b>Texas</b>	Texas Workforce Commission 101 East 15 <sup>th</sup> Street, Room 226T Austin, TX 78778-0001  Phone: (512)-936-3100 Fax: (512)-936-3111 Email: <a href="mailto:career.schools@twc.state.tx.us">career.schools@twc.state.tx.us</a>	Follow instructions on the agency's website: <a href="http://www.twc.state.tx.us/partners/career-schools-colleges-forms-publications#complaints">http://www.twc.state.tx.us/partners/career-schools-colleges-forms-publications#complaints</a>
	Texas Higher Education Coordinating Board 1200 E. Anderson Lane Austin, TX 78752	Follow instructions on agency's website: <a href="http://www.theccb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9">http://www.theccb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9</a>
<b>Utah</b>	Utah Division of Consumer Protection 160 East 300 South Salt Lake City, UT 84114  Phone: (801)-530-6601 Email: <a href="mailto:consumerprotection@utah.gov">consumerprotection@utah.gov</a>	Follow instructions on agency's website: <a href="http://consumerprotection.utah.gov/complaints/index.html">http://consumerprotection.utah.gov/complaints/index.html</a>  Instructions to file a complaint: <a href="http://consumerprotection.utah.gov/complaints/manual.html">http://consumerprotection.utah.gov/complaints/manual.html</a>
	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: <a href="http://education.vermont.gov/documents/postsecondary-program-complaint-resolution">http://education.vermont.gov/documents/postsecondary-program-complaint-resolution</a>  Information and instructions: <a href="http://education.vermont.gov/sites/aoe/files/documents/edu-postsecondary-program-complaint-resolution.pdf">http://education.vermont.gov/sites/aoe/files/documents/edu-postsecondary-program-complaint-resolution.pdf</a>

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<b>Virginia</b>	Virginia State Council of Higher Education Private & Out-of-State Postsecondary Education 101 N. 14 <sup>th</sup> Street, 10 <sup>th</sup> Floor James Monroe Building Richmond, VA 23219  Phone: (804)-225-2600	Follow instructions on the agency's website: <a href="http://www.schev.edu/index/students-and-parents/resources/student-complaints">http://www.schev.edu/index/students-and-parents/resources/student-complaints</a>
<b>Washington</b>	Washington Student Achievement Council P.O. Box 43430 Olympia, WA 98504-3430  Phone: (360)-753-7800 Email: <a href="mailto:complaints@wsac.wa.gov">complaints@wsac.wa.gov</a>	Follow instructions on the agency's website: <a href="http://www.wsac.wa.gov/student-complaints">http://www.wsac.wa.gov/student-complaints</a>
<b>West Virginia</b>	West Virginia Higher Education Policy Commission Community & Technical College System of West Virginia 1018 Kanawha Boulevard, East - Suite 700 Charleston, WV 25301  WVHEPC Phone: (304)-558-2101 CTCWV Phone: (304)-558-0265	Follow instructions on the agency's website: <a href="http://wvctcs.org/student-complaints/">http://wvctcs.org/student-complaints/</a>  Consumer complaints: State of West Virginia - Office of the Attorney General Consumer Protection Division Phone: 1-800-368-8808 Email: <a href="mailto:consumer@wvago.gov">consumer@wvago.gov</a> Website: <a href="http://www.ago.wv.gov/Pages/consumercomplaint.aspx">http://www.ago.wv.gov/Pages/consumercomplaint.aspx</a>
<b>Wisconsin</b>	Berkeley College Online does not enroll residents of Wisconsin	

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<b>Wyoming</b>	Wyoming Department of Education Hathaway Building, 2 <sup>nd</sup> Floor, 2300 Capitol Avenue Cheyenne, WY 82002  Elaine Marces Phone: (307)-777-6210 Email: <a href="mailto:Elaine.marces@wyo.gov">Elaine.marces@wyo.gov</a>	Follow instructions on the agency's website: <a href="http://edu.wyoming.gov/downloads/schools/student-complaint-process.pdf">http://edu.wyoming.gov/downloads/schools/student-complaint-process.pdf</a>  Complaint Form: <a href="http://edu.wyoming.gov/downloads/schools/student-complaint-form.pdf">http://edu.wyoming.gov/downloads/schools/student-complaint-form.pdf</a>
<b>Guam (U.S. Territory)</b>	Office of the Attorney General of Guam 590 S. Marine Corps Dr., Ste. 706 Tamuning, Guam 96913  Phone: (671)-475-3324	<a href="http://www.guamag.org/index.html">http://www.guamag.org/index.html</a>