

Student Complaint Process

Distance Education Complaint Process for Out-of-State Students

In compliance with US Department of Education (USDOE) rules, an institution offering distance education must provide enrolled and prospective students with contact information for filing complaints with its accrediting agency and with the appropriate state agency for handling complaints in the student's state.

Keystone College has a process for, and will make every attempt to resolve student complaints within its academic and administrative departments at the program level. If you are unsure who to contact at the program level, please email academicaffairs@keystone.edu and a member of the staff will forward your complaint to the appropriate Keystone administrative authority.

If an issue cannot be resolved at the program level, students have the right to file a complaint with the Office of Academic Affairs at academicaffairs@keystone.edu.

If the complaint cannot be resolved through College processes, students may go to the College's accreditor, the [Middle States Commission on Higher Education](#).

Distance education students from outside of Pennsylvania who have exhausted all efforts to satisfactorily resolve a complaint in a timely manner through Keystone College may seek further guidance from their home state. Information for each state is listed below.

Keystone College distance education students who have a complaint regarding grades or academic decisions should first follow the policies as outlined in the [College Catalog](#).

Alabama	Alabama Commission on Higher Education PO Box 302000 Montgomery, AL 36130-2000 https://ache.edu/
Alaska	Alaska Commission on Postsecondary Education PO Box 110505 Juneau, AK 99811-0505 https://acpe.alaska.gov/ConsumerProtection
Arizona	Arizona State Board for Private Postsecondary Education 1400 W. Washington Street Room 260 Phoenix, AZ 85007 https://ppse.az.gov/complaint
Arkansas	Arkansas Department of Higher Education 114 East Capitol Ave

	<p>Little Rock, AR 72201 ADHE_Info@adhe.edu http://www.adhe.edu/students-parents/colleges-universites/student-grievance-form</p> <p>Arkansas State Board of Private Career Education 501 Woodlane, Suite 312S Little Rock, AR 72201 sbpce@arkansas.gov http://sbpce.arkansas.gov/students/Pages/complaintProcess.aspx</p>
California	<p>California Bureau of Private Postsecondary Education P.O. Box 980818 W. Sacramento, CA 95798-0818 bppe@dca.ca.gov http://www.bppe.ca.gov/enforcement/complaint.shtml</p>
Colorado	<p>Colorado Department of Higher Education 1560 Broadway, Suite 1600 Denver, CO 80202 http://higher.ed.colorado.gov/Academics/Complaints/default.html</p>
Connecticut	<p>Connecticut Department of Higher Education 61 Woodland Street Hartford, CT 06105-2326 info@ctdhe.org http://www.ctohe.org/StudentComplaints.shtml</p>
Delaware	<p>Delaware Higher Education Office Carvel State Office Building, 5th Floor 820 N. French Street Wilmington, DE 19801-3509 http://www.detc.org/Student-Center/Complaint-Process.aspx</p>
District of Columbia	<p>Office of the State Superintendent of Education Education Licensure Commission 810 First Street, NE 9th Floor Washington, DC 20002 http://osse.dc.gov/service/education-licensure-commission-elc-public-complaints</p>
Florida	<p>Florida Commission on Independent Education 325 W. Gaines Street Suite 1414 Tallahassee, FL 32399-0400 Commissioner@fldoe.org http://www.fldoe.org/sara/complaint-process.stml</p>

Georgia	<p>Georgia Nonpublic Postsecondary Education Commission 2082 E. Exchange Pl. #220 Tucker, GA 30084-5334 http://gnpec.org/</p>
Hawaii	<p>Hawaii State Board of Education PO Box 2360 Honolulu, HI 96804 ocp@dcca.hawaii.gov http://cca.hawaii.gov/hpeap/student-complaint-process/</p>
Idaho	<p>Idaho State Board of Education Attn: State Coordinator for Private Colleges and Proprietary Schools 650 West State Street PO Box 83720 Boise, ID 83720-0037 http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp</p>
Illinois	<p>Illinois Board of Higher Education 431 East Adams, 2nd Floor Springfield, IL 62701-1404 info@ibhe.org Institutional Complaint Hotline: (217) 557-7359 http://complaints.ibhe.org/</p>
Indiana	<p>Indiana Commission on Higher Education 101 W Ohio Street, Suite 550 Indianapolis, IN 46204-1984 (317) 464-4400 Phone (317) 464-4410 http://www.in.gov/che/2744.htm</p>
Iowa	<p>Iowa Student Aid Commission 603 E. 12th Street, 5th Floor Des Moines, IA 50319 info@iowacollegeaid.gov https://www.iowacollegeaid.gov/StudentComplaintForm</p>
Kansas	<p>Kansas Board of Regents 1000 SW Jackson Street, Suite 520 Topeka, KS 66612-1368 https://www.kansasregents.org/state_university_student_complaint_form</p>
Kentucky	<p>Kentucky Council on Postsecondary Education 1024 Capital Center Dr. #320 Frankfort, KY 40601-7512 http://cpe.ky.gov/campuses/consumer_complaint.html</p>
Louisiana	<p>Louisiana Board of Regents PO Box 3677</p>

	<p>Baton Rouge, LA 70821-3677</p> <p>https://regents.la.gov/students-parents/student-complaint-process/</p>
Maine	<p>Maine Department of Education Complaint Investigator 23 State House Station Augusta, ME 04333-0023</p> <p>http://www.maine.gov/tools/whatsnew/index.php?topic=DOE Reporting Forms&id=510426&v=Article</p>
Maryland	<p>Maryland Higher Education Commission 6 N. Liberty Street, 10th Floor Baltimore, MD 21201</p> <p>https://mhec.maryland.gov/institutions_training/Pages/career/pcc/complaint.aspx</p>
Massachusetts	<p>Massachusetts Board of Higher Education One Ashburton Place Room 1401 Boston, MA 02108</p> <p>https://www.mass.edu/forstufam/complaints/complaints.asp</p>
Michigan	<p>Michigan Department of Licensing & Regulatory Affairs PO Box 30718 Lansing, MI 30718</p> <p>http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396-139958--,00.html</p>
Minnesota	<p>Minnesota Office of Higher Education 1450 Energy Park Drive, Suite 350 St. Paul, MN 55108-5227</p> <p>http://www.ohe.state.mn.us/mPg.cfm?pageID=1078</p>

Mississippi	<p>Mississippi Commission on College Accreditation 3825 Ridgewood Road Jackson, MS 39211-6453 http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf</p> <p>Mississippi Commission of Proprietary Schools and College Registration 3825 Ridgewood Road Jackson, MS 39211-6453 https://www.mccb.edu/student-consumer-info</p>
Missouri	<p>Missouri Department of Higher Education 205 Jefferson Street PO Box 1469 Jefferson City, MO 65102-1469 info@dhe.mo.gov http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf</p>
Montana	<p>Montana Board of Regents Office of Commissioner of Higher Education Montana University System 2500 Broadway Street PO Box 203201 Helena, MT 59620-3201 http://mus.edu/MUS-Statement-of-Complaint-Process.asp</p>
Nebraska	<p>Nebraska's Coordinating Commission for Postsecondary Education 140 N. 8th Street Lincoln, NE 68508 https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions</p>
Nevada	<p>Nevada Commission on Postsecondary Education 3663 East Sunset Road</p>

	<p>Suite 202 Las Vegas, Nevada 89120 http://cpe.nv.gov/uploadedFiles/cpenvgov/content/Students/Complaint%20Form%20Initial%20Fillable.pdf</p>
New Hampshire	<p>New Hampshire Postsecondary Education Commission 3 Barrell Court #300 Concord, NH 03301-8531 https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx</p>
New Jersey	<p>New Jersey Secretary of Higher Education PO Box 542 Trenton, NJ 08625 nj_che@che.state.nj.us https://www.nj.gov/highereducation/OSHEComplaintInstructions.shtml</p> <p>New Jersey Division of Consumer Affairs 124 Halsey Street Newark, NJ 07102 http://www.nj.gov/oag/ca/complaint/ocp.pdf</p>
New Mexico	<p>New Mexico Higher Education Department 2048 Galisteo Santa Fe, NM 87505 https://hed.state.nm.us/students-parents/student-complaints</p>
New York	<p>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</p>

	<p>New York Bureau of Proprietary School Supervision New York State Education Department 99 Washington Avenue, Room 1613 OCP Albany, NY 12234 http://www.acces.nysed.gov/bpss/student-rights</p>
<p>North Carolina</p>	<p>North Carolina Office of Proprietary School Services North Carolina Community College System 200 West Jones St. Raleigh, NC 27603 http://www.nccommunitycolleges.edu/complaint-procedures-and-forms</p> <p>North Carolina Board of Governors 910 Raleigh Rd. Chapel Hill, NC 27514 https://www.northcarolina.edu/post-secondary-education-complaints/</p>
<p>North Dakota</p>	<p>North Dakota Department of Career and Technical Education State Capitol - 15th Floor 600 E. Boulevard Ave. Dept. 270 Bismarck, ND 58505-0610 dehuber@nd.gov (Send complaint directly to email address)</p> <p>North Dakota Consumer Protection Division Office of Attorney General Gateway Professional Center 1050 E. Interstate Ave. Suite 200 Bismarck, ND 58503-5574 https://attorneygeneral.nd.gov/consumer-resources/consumer-complaints</p>
<p>Ohio</p>	<p>Ohio State Board of Career Colleges and Schools 35 East Gay Street, Suite 403</p>

	<p>Columbus, OH 43215-3138 http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx</p> <p>Ohio Attorney General Consumer Protection Section 30 East Broad Street, 14th floor Columbus, OH 43215-3400 https://www.ohioattorneygeneral.gov/Files/Forms/Forms-for-Consumers/ConsumerComplaintForm3292012-pdf</p>
Oklahoma	<p>Oklahoma State Regents for Higher Education 655 Research Parkway Suite 200 Oklahoma City, OK 73104 http://www.okhighered.org/resources/Student-Complaint-Form/</p> <p>Oklahoma State Board of Private Schools 3700 Classen Boulevard Suite 250 Oklahoma City, OK 73118-2864 nhouse@obpvs.ok.gov (Send email to request complaint form)</p>
Oregon	<p>Oregon Office of Degree Authorization 1500 Valley River Drive Suite 100 Eugene, OR 97401 alethia.miller@state.or.us (Send email to request complaint form)</p> <p>Oregon Department of Education Private Career Schools Office 255 Capitol Street NE Salem, OR 97310-0203 https://www.oregon.gov/ode/Pages/default.aspx</p>

Puerto Rico	<p>Puerto Rico Council on Higher Education PO Box 1900 San Juan, PR 00910-1900 http://www.ce.pr.gov/</p>
Rhode Island	<p>Rhode Island Board of Governors for Higher Education Shepard Building 80 Washington Street Providence, RI 02903 http://www.ribghe.org/8a1031912.pdf</p>
South Carolina	<p>South Carolina Commission on Higher Education 1333 Main Street, Suite 200 Columbia, SC 29201 (803) 737-2260 (803) 737-2297 http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf</p>
South Dakota	<p>South Dakota Office of Attorney General Division of Consumer Protection 1302 E. Hwy 14 Suite 1 Pierre, SD 57501-8053 (605) 773-3215 https://consumer.sd.gov/complaintform.aspx</p>
Tennessee	<p>Tennessee Higher Education Commission 404 James Robertson Parkway Suite 1900 Nashville, TN 37243 https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html</p>

Texas	<p>Texas Workforce Commission Career Schools and Colleges - Room 226-T 101 East 15th Street Austin, TX 78778-0001 http://www.twc.state.tx.us/svcs/propschools/ps401a.pdf</p> <p>Texas Higher Education Coordinating Board 1200 E. Anderson Lane Austin, TX 78752 https://www.highered.texas.gov/institutional-resources-programs/public-universities-health-related-institutions/other-institutional-resources/state-authorization-reciprocity-agreement-sara/</p>
Utah	<p>Utah Division of Consumer Protection 160 East 300 South Salt Lake City, UT 84111 consumerprotection@utah.gov http://consumerprotection.utah.gov/complaints/index.html</p>
Vermont	<p>Vermont Agency of Education State Board of Education 120 State Street Montpelier, VT 05620-2501 (802) 828-5402 cathy.hilgendorf@state.vt.us (Send email to file a complaint)</p>
Virgin Islands	<p>Government of the United States Virgin Islands Department of Education, Office of the Commissioner 1834 Kongens Gade St. Thomas, V.I. 00802 http://www.vide.vi/our-divisions/office-of-the-commissioner/</p>
Virginia	<p>State Council of Higher Education for Virginia 101 N. 14th St.</p>

	<p>James Monroe Building Richmond, VA 23219 communications@schev.edu https://www.schev.edu/index/students-and-parents/resources/student-complaints</p>
Washington	<p>Washington Workforce Training and Education Coordinating Board 128 10th Avenue SW PO Box 43105 Olympia, WA 98504-3105 workforce@wtb.wa.gov http://www.wtb.wa.gov/PCS_Complaints.asp</p> <p>Washington State Office of the Attorney General 1125 Washington Street SE PO Box 40100 Olympia, WA 98504-0100 https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx</p>
West Virginia	<p>West Virginia Higher Education Policy Commission 1018 Kanawha Blvd E., Ste 700 Charleston, WV 25301-2800 http://www.wvhepc.edu/wp-content/uploads/2015/10/Student-Complaint-Process-revised-3.pdf</p> <p>Community and Technical College System of West Virginia 1018 Kanawha Blvd. E., Ste. 700 Charleston, WV 25301 https://www.wvctcs.org/complaints</p>
Wisconsin	<p>Wisconsin Educational Approval Board 30 W. Mifflin St., 9th Floor P.O. Box 8696 Madison, WI 53708</p>

	eabmail@eab.state.wi.us https://dsps.wi.gov/Pages/Programs/EducationalApproval/Student.aspx
Wyoming	Wyoming Department of Education 2300 Capitol Avenue Hathaway Building, 2nd Floor Cheyenne, WY 82002-0050 https://edu.wyoming.gov/blog/2018/12/06/student-complaint-form/

Sources consulted in developing this process

<https://distance.ufl.edu/getting-help/student-complaint-process/>

<https://www.kutztown.edu/about-ku/administrative-offices/distance-education/state-authorization/student-complaint-process.html>