

Student Complaint Information by State

Students should follow the complaint process established by Bastyr University, as published in the Student Handbook on the University's intranet, MyBU at <https://bastyr.smartcatalogiq.com/2019-2020/2019-2020-Student-Handbook>. Prospective students may access the University's complaint process at www.bastyr.edu.

If the institutional complaint process remains unresolved, students should then contact the Washington Student Achievement Council (WSAC), the University's responsible state agency, at <https://wsac.wa.gov/student-complaints>.

California students may also contact the Bureau for Private Postsecondary Education at any time to file a complaint. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's internet website: <https://www.bppe.ca.gov/> (also listed below).

Students enrolled in an online program should contact the Washington Student Achievement Council at <https://wsac.wa.gov/student-complaints> unless they reside in one of the following states/territories:

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| California | Bureau for Private Postsecondary Education | http://www.bppe.ca.gov |
| North Marinas Islands | The Commonwealth of the Northern Marinas Islands | rita.sablan@cnmipss.org |

Bastyr University offers distance education as a member of NC-SARA (National Council for State Authorization Reciprocity Agreements). Information about NC-SARA and the student complaint processes for programs offered under NC-SARA may be found at <http://nc-sara.org/>.

States and territories that are members of NC-SARA are indicated below in GREEN. States and territories that are not members of NC-SARA are indicated below in ORANGE.

The information outlined below is based on information gathered by NC-SARA in collaboration with WCET's (WICHE Cooperative for Educational Technologies) State Authorization Network.

| State | Agency | Student complaint process information |
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| Alabama | Alabama Commission on Higher Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Alaska | Alaska Commission on Postsecondary Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Arizona | Arizona State Board for Private Postsecondary Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Arkansas | Arkansas Department of Higher Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| California | California Bureau for Private Postsecondary Education | http://www.bppe.ca.gov or 888.370.7589 |
| Colorado | Colorado Department of Higher Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Connecticut | Connecticut Office of Higher Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Delaware | Delaware Department of Education, The Delaware Higher Education Office | Students are required to follow the NC-SARA member state complaint process outlined above. |
| District of Columbia | District of Columbia Higher Education Licensure Commission | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Florida | Florida Commission for Independent Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Georgia | Georgia Nonpublic Education Commission | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Hawaii | Hawaii Postsecondary Education Authorization Program (HPEAP) | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Idaho | Idaho State Board of Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Illinois | Illinois Board of Higher Education | Students are required to follow the NC-SARA member state complaint process outlined above. |

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| Indiana | Indiana Commission for Higher Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Iowa | Iowa College Student Aid Commission | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Kansas | Kansas Board of Regents | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Kentucky | Kentucky Council on Postsecondary Education, Kentucky Commission on Proprietary Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Louisiana | Louisiana Board of Regents | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Maine | Maine Department of Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Maryland | Maryland Higher Education Commission | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Massachusetts | Massachusetts Department of Higher Education, Massachusetts Division of Professional Licensure | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Michigan | Michigan Department of Licensing and Regulatory Affairs | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Minnesota | Minnesota Office of Higher Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Mississippi | Mississippi Commission of Proprietary School and College Registration, Mississippi Commission on College Accreditation | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Missouri | Missouri Department of Higher Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Montana | Montana Office of the Commissioner of Higher Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Nebraska | Nebraska Department of Education- Private Postsecondary Career Schools, Nebraska Coordinating Commission for Postsecondary Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Nevada | Nevada Commission on Postsecondary Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| New Hampshire | New Hampshire Department of Education, Division of Educator Support and Higher Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| New Jersey | New Jersey Office of the Secretary of Higher Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| New Mexico | New Mexico Higher Education Department | Students are required to follow the NC-SARA member state complaint process outlined above. |
| New York | New York Bureau of Proprietary School Supervision, New York Office of College and University Evaluation | Students are required to follow the NC-SARA member state complaint process outlined above. |
| North Carolina | North Carolina Board of Governors | Students are required to follow the NC-SARA member state complaint process outlined above. |
| North Dakota | North Dakota University System | Students are required to follow the NC-SARA member state complaint process outlined above. |
| North Marianas Islands | The Commonwealth of the Northern Marianas Islands | rita.sablan@cnmipss.org |
| Ohio | Ohio Department of Higher Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Oklahoma | Oklahoma Board of Private Vocational Schools | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Oregon | Oregon Higher Education Coordinating Commission | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Pennsylvania | Pennsylvania Department of Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Puerto Rico | Puerto Rico State Department- Board of Postsecondary Institutions | http://www.agencias.pr.gov/agencias/cepr/inicio/Pages/default.aspx |
| Rhode Island | Rhode Island Office of the Postsecondary Commissioner | Students are required to follow the NC-SARA member state complaint process outlined above. |

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| South Carolina | South Carolina Commission on Higher Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| South Dakota | South Dakota Secretary of State | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Tennessee | Tennessee Higher Education Commission | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Texas | Texas Higher Education Coordinating Board | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Utah | Utah Division of Consumer Protection | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Vermont | Vermont Agency of Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Virginia | Virginia State Council of Higher Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| U.S. Virgin Islands | The Virgin Islands Department of Education | Students are required to follow the NC-SARA member state complaint process outlined above. |
| West Virginia | West Virginia Council for Community and Technical College Education, West Virginia Higher Education Policy Commission | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Wisconsin | Wisconsin Educational Approval Board | Students are required to follow the NC-SARA member state complaint process outlined above. |
| Wyoming | Wyoming Department of Education | Students are required to follow the NC-SARA member state complaint process outlined above. |