

## 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://mybu.bastyr.edu/StudentAffairs/StudentHandbook/tabid/442/Default.aspx>.**

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

**Active U.S. military service members and veterans and their family members** may also access the Department of Defense complaint process at any time at [http://www.militaryonesource.mil/voluntary-education?content\\_id=274604](http://www.militaryonesource.mil/voluntary-education?content_id=274604).

**Prospective students** may access the University's complaint process at <http://www.bastyr.edu/about/accreditation-compliance> (scroll to the bottom of the page).

**If a resolution cannot be reached by following the institutional student complaint process, students may contact the Washington Student Achievement Council (WSAC, also previously known at the Higher Education Coordinating Board - or HECB), the University's responsible state agency, at <http://www.wsac.wa.gov/protecting-education-consumers>.**

**Bastyr University is a member of NC-SARA (National Council for State Authorization Reciprocity Agreements), and information regarding NC-SARA and member state student complaint processes is available at <http://nc-sara.org>.**

**If the student's home state is an NC-SARA member (as indicated below in GREEN), the student may contact NC-SARA at <http://nc-sara.org/content/sara-and-students> after the University's institutional and the WSAC processes have been exhausted.**

If the student's home state is NOT an NC-SARA member (as indicated below in ORANGE), the student may also contact his/her home state agency (listed below).

The information outlined below is based, in part, on the SHEEO (State Higher Education Executive Officers) "Compendium of (State Authorization) Laws and Regulatory Practices," with support from WCET's (WICHE Cooperative for Educational Technologies) State Authorization Network. SHEEO and WCET collaborated in directing the work of NCHEMS (National Center for Higher Education Management Systems) in gathering, updating and compiling most of this information. Other information was compiled from the NC-SARA and individual state or district websites.

State	Agency	Student complaint process information
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 SARA Council	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	<a href="http://www.bppe.ca.gov/enforcement/complaint.shtml">http://www.bppe.ca.gov/enforcement/complaint.shtml</a> 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	For degree granting institutions, students should contact the Office of Financial and Academic Affairs for Higher Education at 860-947-1822 for specific instructions.
Delaware	Delaware Department of Education	<a href="http://www.doe.k12.de.us/site/default.aspx">http://www.doe.k12.de.us/site/default.aspx</a>
District of Columbia	District of Columbia Education Licensure Commission	<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>
Florida	Florida Department of Education, Commission for Independent Education	<a href="http://www.fldoe.org/policy/cie/file-a-complaint.stml">http://www.fldoe.org/policy/cie/file-a-complaint.stml</a>
Georgia	Nonpublic Postsecondary Education Commission	Students are required to follow the NC-SARA member state complaint process outlined above.
Hawaii	Department of Commerce and Consumer Affairs	<a href="http://cca.hawaii.gov/hpeap/student-complaint-process/">http://cca.hawaii.gov/hpeap/student-complaint-process/</a>
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.

State	Agency	Student complaint process information
Indiana	Indiana Commission on 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	<a href="http://cpe.ky.gov/forstudents/consumercomplaints/">http://cpe.ky.gov/forstudents/consumercomplaints/</a>
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	<a href="http://www.mass.edu/forstudents/complaints/complaintprocess.asp">http://www.mass.edu/forstudents/complaints/complaintprocess.asp</a>
Michigan	Michigan Department of Schools and Licensing	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 Institutions of Higher Learning	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 University System	Students are required to follow the NC-SARA member state complaint process outlined above.
Nebraska	Nebraska Coordinating Commission for Postsecondary Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Nevada	Nevada System of Higher Education	Students are required to follow the NC-SARA member state complaint process outlined above.
New Hampshire	New Hampshire Department of Education	Students are required to follow the NC-SARA member state complaint process outlined above.
New Jersey	New Jersey Commission on Higher Education	<a href="http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml">http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml</a>
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 Office of College and University Evaluation	<a href="http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html">http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</a>
North Carolina	University of North Carolina Board of Governors	<a href="http://old.northcarolina.edu/aa_planning/licensure/information_on_filing_student_complaint.htm">http://old.northcarolina.edu/aa_planning/licensure/information_on_filing_student_complaint.htm</a>
North Dakota	North Dakota State 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	<a href="https://www.cnmipss.org/contact-us/">https://www.cnmipss.org/contact-us/</a>
Ohio	Ohio Board of Regents	Students are required to follow the NC-SARA member state complaint process outlined above.
Oklahoma	Oklahoma State Regents for Higher Education	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, Division of Higher Education	<a href="http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#.Vv7xq5wrJQI">http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#.Vv7xq5wrJQI</a>
Puerto Rico	Council on Higher Education of Puerto Rico	<a href="http://www.ce.pr.gov/">http://www.ce.pr.gov/</a>
Rhode Island	Rhode Island Office of Postsecondary Education	Students are required to follow the NC-SARA member state complaint process outlined above.
South Carolina	South Carolina Commission on Higher Education	<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>
South Dakota	South Dakota Board of Regents	Students are required to follow the NC-SARA member state complaint process outlined above.
Tennessee	Tennessee Postsecondary School Authorization	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.

<b>State</b>	<b>Agency</b>	<b>Student complaint process information</b>
<b>Utah</b>	Utah Division of Consumer Protection	<a href="http://consumerprotection.utah.gov/complaints/index.html">http://consumerprotection.utah.gov/complaints/index.html</a>
<b>Vermont</b>	Vermont Agency of Education	Students are required to follow the NC-SARA member state complaint process outlined above.
<b>Virginia</b>	Virginia State Council of Higher Education	Students are required to follow the NC-SARA member state complaint process outlined above.
<b>Virgin Islands</b>	Department of Education	<a href="http://www.vide.vi/">http://www.vide.vi/</a>
<b>West Virginia</b>	West Virginia Higher Education Policy Commission	Students are required to follow the NC-SARA member state complaint process outlined above.
<b>Wisconsin</b>	Wisconsin Educational Approval Board	<a href="http://eab.state.wi.us/resources/complaint.asp">http://eab.state.wi.us/resources/complaint.asp</a>
<b>Wyoming</b>	Wyoming Community College Commission	Students are required to follow the NC-SARA member state complaint process outlined above.