



MCPHS Online Complaint Resolution

MCPHS makes every effort to resolve student complaints internally, using the policies and procedures outlined in the current College Catalog. It is expected that Online students will fully utilize any and all of such administrative procedures to address concerns and/or complaints in as timely a manner as possible. At the same time, all MCPHS students have the right to contact the Colleges accrediting agencies. Also, Online students may contact the applicable state agency in the state where he/she resides, although many states require that the student first exhaust the remedies available through his/her institution. Contact information for all fifty states, the District of Columbia, and U.S. Territories is set forth below.

MCPHS Online students should also be aware of the following:

Alaska Students: This program is exempt from authorization under AS 14.48 (Regulation of Postsecondary Educational Institutions) and 20 AAC 17.015 (Exemptions) because the program is online or distance delivered and does not have a physical presence in Alaska. Physical presence means the presence of a facility, equipment, faculty or staff within the state.

Arkansas Students: The Arkansas Higher Education Coordinating Board requires that we inform you of the following: Transfer of Course/Degree Credit to Other Institutions: The student should be aware that these degree programs may not transfer. The transfer of course/degree credit is determined by the receiving institution

Texas: Rules governing student complaints can be found in Title 19 of the Texas Administrative Code, Sections 1.110-1.120:
[http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y)

Virginia Students: Because MCPHS does not operate, or plan to operate, any campuses in Virginia and MCPHS's online instruction will not be initiated out of Virginia, MCPHS does not meet the State Council of Higher Education of Virginia's definition of physical presence. Thus, MCPHS is not certified by SCHEV to operate in Virginia. MCPHS is not prohibited from offering postsecondary instruction to residents of Virginia via distance education but, according to SCHEV, online students would not benefit from the consumer protection provisions available to students attending certified institutions in Virginia.

State Complaint Information

Alabama

Alabama Commission on Higher Education
P.O. Box 302000, Montgomery, AL, 36130-2000
Alabama Department of Postsecondary Education
<http://www.accs.cc/complaintform.aspx>

Alaska

Alaska Commission on Postsecondary Education
P.O. Box 110505 Juneau, AK 99811-0505
customer.service@alaska.gov

Office of the Attorney General
1031 W. 4th Avenue, Suite 200
Anchorage, AK 99501-5903
<http://www.law.state.ak.us/consumer>

Arizona

Arizona State Board for Private Postsecondary Education
1400 West Washington, Room 260
Phoenix, AZ 85007
602-542-5709
<http://azppse.state.az.us/UserFiles/PDF/forms/StudentComplaintForm.pdf>

Arizona Attorney General
Consumer Information and Complaints 1275 West Washington Street,
Phoenix, AZ 85007
www.azag.gov/consumer/complaintform.html

Arkansas

Institutional Certification Advisory Coordinator
Arkansas Department of Higher Education
114 East Capitol Little Rock, AR 72201
<http://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/>

California

California Bureau for Private Postsecondary Education
P.O. Box 980818, West Sacramento, CA 95798-0818
Phone (916) 431-6959 or Toll-free (888) 370-7589
Fax (916) 263-1895
www.bppe.ca.gov http://www.bppe.ca.gov/forms_pubs/complaint.pdf

Colorado

Colorado Department of Higher Education
1560 Broadway, Suite 1600, Denver, CO 80202
<http://highered.colorado.gov/Academics/Complaints/default.html>

Connecticut

Office of Financial & Academic Affairs for Higher Education
61 Woodland Street
Hartford, CT 06105-2326
(860) 947-1801

Office of the Attorney General 55 Elm Street
Hartford, CT 06106
<http://www.ct.gov/ag>
<http://www.ct.gov/ag/lib/ag/consumers/consumercomplaintform.pdf>

Delaware

Delaware Office of Higher Education Office Carvel State
Office Building, 5th Floor
820 N. French Street Wilmington, DE 19801-3509
302-577-5240
302-577-6765 (fax)
800-292-7935 (toll-free outside New Castle County)
dheo@doe.k12.de.us

Delaware Department of Justice Consumer Protection
Division Carvel State Office Building 820 N. French Street Wilmington,
DE 19801
(302) 577-8600 Toll Free (800) 220-5424
Fax (302) 577-6499
consumer.protection@state.de.us
<http://www.attorneygeneral.delaware.gov/consumers/protection/complaint.shtml>

District of Columbia

Office of the State Superintendent of Education
Education Licensure Commission
810 First Street, NE 9th Floor
Washington, DC 20002
(202) 727-6436
(202) 727-2834 (fax)
<http://osse.dc.gov/seo/cwp/view,a,1224,q,558589.asp>

Florida

Florida Commission for Independent Education
325 W. Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
(850) 245-0505
Fax (850) 245-3238
amy.lefstead@fldoe.org
<http://www.fldoe.org/cie/complaint.asp>

Georgia

Nonpublic Postsecondary Education Commission
2082 East Exchange Place, Suite 220
Tucker, Georgia 30084-5305
(770) 414-3300
Fax (770) 414-3309
<http://www.gnpec.org/forms/pdf%20files/ComplaintProcess.pdf>

Hawaii

Department of Commerce & Consumer Affairs Office of Consumer Protection
Leiopapa A Kamehameha Building
235 South Beretania Street, Suite 801
Honolulu, Hawaii 96813
(808) 587-3222
http://hawaii.gov/dcca/ocp/consumer_complaint

Idaho

Idaho State Board of Education
State Coordinator for Private Colleges and Proprietary Schools
P.O. Box 83720
Boise, ID 83720-0037
(208) 334-2270
Fax (208) 334-2632
board@osbe.idaho.gov
http://www.boardofed.idaho.gov/contact_us.asp

Illinois

Illinois Board of Higher Education
431 East Adams, 2nd Floor
Springfield, Illinois 62701-1404
(217) 782-2551
Fax (217) 782-8548
TTY: (888) 261-2881
info@ibhe.org
Institutional Complaint Hotline: (217) 557-7359

Office of the Illinois Attorney General Consumer Protection Bureau
500 South Second Street Springfield, IL 62706
(800) 243-0618
TTY (877) 844-5461
<http://www.illinoisattorneygeneral.gov/consumers/filecomplaint.html>

Indiana

Consumer Protection Division
Office of the Indiana Attorney General 302 W. Washington Street, 5th
Floor Indianapolis, IN 46204
(800) 382-5516 or (317) 232-6330
<http://www.in.gov/attorneygeneral/2434.htm>

Iowa

Iowa College Student Aid Commission

603 E. 12th Street, FL 5th
Des Moines, IA 50319
(515) 725-3400 or (877) 272-4456
Fax (515) 725-3401

<http://www.iowacollegeaid.gov/commissioncontact.asp>

Kansas

Kansas Board of Regents

1000 SW Jackson, Suite 520
Topeka, KS 66612-1368
(785) 296-4917

<http://www.kansasregents.org/resources/PDF/524-ComplaintProcedureandForm.pdf>

Kentucky

Council on Postsecondary Education

1024 Capital Center Drive, Suite 320
Frankfort, KY 40601
Phone: (502) 573-1555
Fax: (502) 573-1535

<http://ag.ky.gov/civil/consumerprotection/complaints/>

Office of the Attorney General

Capitol Suite 118
700 Capitol Avenue
Frankfort, KY 40601-3449
(502) 696-5389 or (888) 432-9257
consumer.protection@ag.ky.gov

Louisiana

State of Louisiana Board of Regents

P.O. Box 3677
Baton Rouge, LA 70821-3677
<http://regents.louisiana.gov/assets/docs/ProprietarySchools/StudentComplaintProcedure.pdf>

Office of the Attorney General Consumer Protection Section

P.O. Box 94005
Baton Rouge, LA 70804-9005
(800) 351-4889
Fax: (225) 326-6499
<http://www.ag.state.la.us/Complaint.aspx?articleID=16&catID=15>

Maine

Maine Department of Education 23 State House Station

Augusta, ME 04333-0023
Attention: Due Process Complaint Investigator
(207) 624-6600
Fax (207) 624-6700

Attorney General's Consumer Information and Mediation Service

6 State House Station
Augusta, ME 04333
(207) 626-8849 Toll-free (800) 436-2131
consumer.mediation@maine.gov
<http://www.maine.gov/ag/consumer/complaints/index.shtml>

Maryland

Maryland Higher Education Commission

839 Bestgate Road, Suite 400
Annapolis, MD 21401
(410) 260-4500 Toll free (800) 974-0203
<http://mhec.maryland.gov/highered/acadAff/MHECStudentComplaintProcess.pdf>

Maryland Attorney General Consumer Protection Division

200 Saint Paul Place
Baltimore, MD 21202
(410) 528-8662 Toll free (888) 743-0023
<http://www.oag.state.md.us/Consumer/complaint.htm>

Massachusetts

Office of the Attorney General Public Inquiry & Assistance Center

One Ashburton Place
Boston, MA 02108
(617) 727-8400
https://www.eform.ago.state.ma.us/ago_eforms/forms/piac_e complaint.action

Michigan

Postsecondary Education Manager

Michigan Department of Energy, Labor & Economic Growth Bureau of Workforce Transformation
201 North Washington Square, 2nd Floor Lansing, MI 48913
(517) 241-6806
Fax (517) 373-2759
<http://www.michiganps.net/complaint.aspx>

Office of the Attorney General Consumer Protection Division

P.O. Box 30213
Lansing, MI 48909-7713
(517) 373-1140 Toll free (877) 765-8388
Fax 517-241-3771
<http://www.michigan.gov/ag/0,1607,7-164-17331-42077--,00.html>

Minnesota

Research and Program Services Office of Higher Education

1450 Energy Park Drive, Suite 350
St. Paul, MN 55108
(651) 642-0584 Toll free (800) 657-3866
info@ohe.state.mn.us
<http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

Mississippi

Mississippi Commission on College Accreditation 3825 Ridgewood Road

Jackson, MS 39211-6453
(601) 432-6372
Fax (601) 432-6225
mdykes@mississippi.edu

Office of the Attorney General Consumer Protection Division

P.O. Box 22947
Jackson, MS 39225-2947
(601) 359-4230 Toll Free (800) 281-4418
Fax (601) 359-4231
http://www.ago.state.ms.us/images/uploads/forms/MSAGO_Complaint_Form.pdf

Missouri

Missouri Department of Higher Education
205 Jefferson Street
P.O. Box 1469
Jefferson City, MO 65102-1469
(573) 751-2361 Toll Free (800) 473-6757
Fax (573) 751-6635
info@dhe.mo.gov

Attorney General's Office Consumer Protection Unit
P.O. Box 899
Jefferson City, MO 65102 (800) 392-8222
<http://ago.mo.gov/forms/complaintform.pdf>

Montana

Montana University System
Office of the Commissioner of Higher Education
2500 Broadway Street
P.O. Box 203201 Helena, MT 59620-3201
(406) 444-6570

Office of the Attorney General Office of Consumer Protection
2225 11th Avenue
P.O. Box 200151 Helena, MT 59620-0151
(800) 481-6896 or (406) 444-4500
Fax (406) 444-9680
contactocp@mt.gov

Nebraska

Coordinating Commission for Postsecondary Education
P.O. Box 95005
Lincoln, NE 68509-5005
<http://www.ccpe.state.ne.us/PublicDoc/Ccpe/contact.asp>

Office of the Attorney General
2115 State Capitol
Lincoln, NE 68509
(402) 471-2682 Toll Free (800) 727-6432
<http://www.ago.ne.gov/complaint>

Nevada

Commission on Postsecondary Education
3663 East Sunset Road, Suite 202
Las Vegas, Nevada 89120
Phone: (702) 486-7330
Fax: (702) 486-7340
<http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

New Hampshire

Commissioner
New Hampshire Department of Education
101 Pleasant Street
Concord, NH 03301-3494
(603) 271-3494
Lori.Temple@doe.nh.gov
http://www.education.nh.gov/legislation/higher_ed_hear.htm

Office of the Attorney General
Consumer Protection and Antitrust Bureau
33 Capitol Street
Concord, NH 03301
(603) 271-3641
Fax (603) 223-6202
<http://www.doi.nh.gov/consumer/documents/consumer-complaint.pdf>

New Jersey

New Jersey Commission on Higher Education
P.O. Box 542
Trenton, NJ 08625-0542
(609) 292-4310
Fax (609) 292-7225 or (609) 633-8420
<http://www.state.nj.us/highereducation/about/Feedback.htm>

New Jersey Department of Law & Public Safety Division of Consumer Affairs
P.O. Box 45025 Newark, NJ 07101
(973) 504-6200 Toll free (800) 242-5846
AskConsumerAffairs@lps.state.nj.us
<http://www.nj.gov/oag/ca/complaint/ocp.pdf>

New Mexico

New Mexico Higher Education Department
2048 Galisteo Street
Santa Fe, NM 87505-2100 (505) 476-8400
Fax (505) 476-8453
<http://www.hed.state.nm.us/Complaint.aspx>

New York

Office of College and University Evaluation New York State Education Department
5 North Mezzanine
89 Washington Avenue
Albany, NY 12234
(518) 474-3852
<http://www.highered.nysed.gov/ocue/COMPLAINTFORM.pdf>

New York State Department of State Division of Consumer Protection
Consumer Assistance Unit
5 Empire State Plaza ñ Suite 2101 Albany, NY 12223-1556
(800) 697-1220
Fax (518) 486-3936
http://www.nysconsumer.gov/pdf/assisting/complaint_form/consumer_complaint_form.pdf

North Carolina

Post-Secondary Education Complaints
c/o Assistant Director of Licensure and Workforce Studies University of North Carolina General Administration
910 Raleigh Road
Chapel Hill, NC 27515-2688 (919) 962-4558
studentcomplaint@northcarolina.edu
<http://www.northcarolina.edu/search.php?q%5Btext%5D=complaint&q%5Bjs%5D=1>

North Dakota

Office of Attorney General
Consumer Protection & Antitrust Division Gateway Professional Center
1050 East Interstate Avenue Suite 200
Bismarck, ND 58503-5574
(701) 328-5570
Fax (701) 328-5568
<http://www.ag.nd.gov/CPAT/PDFFiles/SFN7418.pdf>

Ohio

Ohio Board of Regents
30 East Broad Street, 36th floor Columbus, OH 43215-3414
(614) 466-6000
Fax (614) 466-5866
hotline@regents.state.oh.us

Office of the Ohio Attorney General Consumer Protection Section
30 E. Broad St., 14th floor Columbus, OH 43215-3400
(800) 282-0515
<http://www.ohioattorneygeneral.gov/consumercomplaint>

Oklahoma

Oklahoma Board of Regents
655 Research Parkway, Suite 200
Oklahoma City, OK 73104
(405) 225-9100
<http://www.okhighered.org/state-system/>

Office of Attorney General Consumer Protection Unit
Attn: Investigative Analyst
313 N.E. 21st Street
Oklahoma City, OK 73105
(405) 521-2029
<http://www.oag.state.ok.us/oagweb.nsf/ccomp.html>

Oregon

Office of Degree Authorization
1500 Valley River Drive, Suite 100
Eugene, OR 97401
(541) 687-7478
www.osac.state.or.us/oda

Oregon Department of Justice
Financial Fraud/Consumer Protection Section
1162 Court Street, NE
Salem, OR 97301-4096
(503) 378-4320 Toll Free (877) 877-9392
<http://www.doi.state.or.us/finfraud/engexplanation.shtml>

Pennsylvania

Pennsylvania Department of Education - Postsecondary Education
333 Market Street, 12th Floor
Harrisburg, PA 17126-0333
(717) 772-3623
Fax (717) 772-3622
www.education.state.pa.us

Office of Attorney General Bureau of Consumer Protection
14th Floor Strawberry Square
Harrisburg, PA 17120
(717) 787-9707
http://www.attorneygeneral.gov/uploadedFiles/Complaints/BCP_Complaint_Form.pdf

Rhode Island

Academic & Student Affairs
Rhode Island Office of Higher Education Shepard Building
80 Washington Street
Providence, RI 02903
(401) 456-6008

Department of Attorney General Consumer Protection Unit
150 South Main Street
Providence, RI 02903
(401) 274-4400
<http://www.riag.ri.gov/documents/consumer/ConsumerComplaintForm.pdf>

South Carolina

Nonpublic Institution Licensing
South Carolina Commission on Higher Education
1333 Main Street, Suite 200
Columbia, SC 29201
http://www.che.sc.gov/AcademicAffairs/License/Complaint_procedures_and_form.pdf

South Dakota

Office of Attorney General Division of Consumer Protection
1302 E Hwy 14, Suite 3
Pierre SD 57501-8053
(605) 773-4400
Fax (605) 773-7163
<http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx>

Tennessee

Tennessee Higher Education Commission Division of Postsecondary School Authorization
Parkway Towers, Suite 1900
404 James Robertson Parkway
Nashville, TN 37243-0830
Attention: Complaints
(615) 741-5293
Fax (615) 532-8845
<http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/psa.html>

Texas

Rules governing student complaints can be found in Title 19 of the Texas Administrative Code, Sections 1.110-1.120:
[http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y)

Texas Higher Education Coordinating Board Academic Affairs and Research
P.O. Box 12788
Austin, TX 78711-2788
(512) 427-6101
<http://www.theccb.state.tx.us/studentcomplaints>

Texas Workforce Commission Career Schools and Colleges
101 East 15th Street, Room 226T
Austin, TX 78778-0001
(512) 936-3100
Fax (512) 936-3111
<http://www.twc.state.tx.us/partners/career-schools-colleges-resources>

Utah

Division of Consumer Protection
160 East 300 South, 2nd Floor
P.O. Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 Toll free (800) 721-SAFE
Fax (801) 530-6001
http://www.consumerprotection.utah.gov/downloads/complaint_form.pdf

Vermont

Vermont Department of Education
120 State Street
Montpelier, VT 05620-2501
(802) 828-3135

Attorney General's Office
109 State Street
Montpelier, VT 05609-1001
(802) 828- 3171
consumerquestion@atg.state.vt.us

Virginia

State Council of Higher Education for Virginia
James Monroe Building
101 North Fourteenth Street, 9th Floor, Richmond VA 23219
(804) 371-2285
Fax (804) 225-2604
<http://www.schev.edu/forms/StudentComplaintInformation.pdf>

Washington

Washington Higher Education Coordinating Board
917 Lakeridge Way, P.O. Box 43430
Olympia, WA 98504-3430
(360) 753-7800
dainfo@hecb.wa.gov

Office of the Attorney General
1125 Washington St. SE
P.O. Box 40100
Olympia, WA 98504-0100
(360) 753-6200
<http://www.atg.wa.gov/FileAComplaint.aspx>

West Virginia

West Virginia Higher Education Policy Commission
1018 Kanawha Boulevard East, Suite 700
Charleston, WV 25301-2800
(304) 558-2101
Fax (304) 558-5719
<http://wvhepcnew.wvnet.edu/>
[http://wvhepcnew.wvnet.edu/index.php?option=com_content&task=vi
ew&id=224&Itemid=0](http://wvhepcnew.wvnet.edu/index.php?option=com_content&task=view&id=224&Itemid=0)

*Office of the West Virginia Attorney General Consumer
Protection/Antitrust Division*
PO Box 1789
Charleston, WV 25326-1789
(304) 558-8986 Toll free (800) 368-8808
<http://www.wvago.gov/pdf/complaint-form-instructions2010.pdf>
<http://www.wvago.gov>
consumer@wvago.gov

Wisconsin

Wisconsin Educational Approval Board
30 W. Mifflin Street, 9th Floor
P.O. Box 8696
Madison, WI 53708-8696
(608) 266-1996
Fax (608) 264-8477
eabmail@eab.state.wi.us
<http://www.eab.state.wi.us/resources/forms/3.01ComplaintForm.pdf>

Wyoming

Wyoming Private School Programs
Wyoming Department of Education
2300 Capitol Avenue, Hathaway Building, 2nd Floor,
Cheyenne, WY, 82002-0050
(307) 777-7690
Fax (307) 777-6234

Attorney General's Office
123 Capitol Building
200 W. 24th Street Cheyenne, WY 82002
(307) 777-7841
Fax (307) 777-6869
<http://attorneygeneral.state.wy.us>

Guam

Office of the Attorney General
287 West O'Brien Drive
Hagåtña, Guam 96910
(671) 475-3324, ext. 171
Fax (671) 472-2493
[http://www.guamattorneygeneral.com/forms_consumer/JMW-
ConsumerComplaintForm.pdf](http://www.guamattorneygeneral.com/forms_consumer/JMW-ConsumerComplaintForm.pdf)

Marshall Islands

Attorney General: agoffice@ntamar.net

Puerto Rico

Attorney General of Puerto Rico
Office of the Attorney General
GPO Box 902192
San Juan, PR 00902-0192
(787) 721-2900
Fax (787) 724-4770
<http://www.justicia.gobierno.pr>