

Student Grievance Review Process

Yavapai College is committed to resolving student grievances, complaints and concerns in an expeditious, fair and amicable manner. A student has the right to lodge a complaint on any campus regarding an event that occurs at any other district site. In the event that a student has a complaint about a non-academic issue, the student needs to review the [non-academic complaint procedure](#). If a student has a complaint regarding academic matters, the student needs to review the [academic complaint process](#). Please review the [Student Code of Conduct](#) for more information.

The Arizona SARA Council has jurisdiction over Arizona SARA approved institutions regarding non-instructional complaints. If a student has gone through the complaint process at Yavapai College, they may register a complaint with the AZ SARA Council. Visit the [AZ SARA Complaint Process](#) website for more information.

Students residing outside of the State of Arizona while attending YC who want to resolve a grievance should follow the College's Student Grievance Review Process. However, if an issue cannot be resolved internally, you may file a complaint with your State. The Student Grievance Contact Information linked below provides phone numbers, emails and/or links to individual state education agencies.

Alabama

Alabama Commission on Higher Education
P.O. Box 302000
Montgomery, AL 36130
<http://www.ache.state.al.us/Content/Departments/NRI/NRI.aspx>

Alaska

Alaska Commission on Postsecondary Education
PO Box 110505
Juneau, AK 99811-0505
Phone: 907.465.6741
http://acpe.alaska.gov/ABOUT_US/Consumer_Protection

Arizona

Arizona State Board for Private Postsecondary Education
1400 West Washington Street
Room 260
Phoenix, AZ 85007
<https://ppse.az.gov/complaint>

Student Grievance Review Process

Arkansas

Arkansas Higher Education Coordinating Board

Arkansas Department of Higher Education

423 Main Street, Suite 400

Little Rock, AR 72201

ADHE_Info@adhe.edu

<http://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/grievance-form>

California

Approved Institutions:

California Bureau of Private Postsecondary Education

California Department of Justice

P.O. Box 980818

West Sacramento, CA 95798

sbpce@arkansas.gov

http://www.bppe.ca.gov/forms_pubs/complaint.pdf Exempt Institutions:

Attorney General's Office

California Department of Justice

Attn: Public Inquiry Unit

P.O. Box 9044255

Sacramento, CA 94244

http://ag.ca.gov/contact/complaint_form.php?cmplt=PL

Colorado

Colorado Department of Higher Education

Division of Private Occupational Schools

1560 Broadway, Suite 1600

Denver, CO 80202

<http://higher.ed.colorado.gov/DPOS/Students/complaint.html>

Connecticut

State of Connecticut

Office of Higher Education

450 Columbus Blvd., Ste. 510

Hartford, CT 06103-1841

<http://www.ctohe.org/StudentComplaints.shtml>

Student Grievance Review Process

Delaware

Delaware Department of Education

401 Federal Street

(Federal & Loockerman Streets)

Dover, DE 19901

Phone: 302.735.4000

<http://dedoe.schoolwires.net/domain/157>

District of Columbia

District of Columbia Office of the State Superintendent of Education

Higher Education Licensure Commission

810 First Street, NE

2nd Floor

Washington, DC 20002

<http://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints>

Florida

Commission for Independent Education

325 W. Gaines Street, Suite 1414

Tallahassee, FL 32399-0400

Phone: 850.245.3200

Georgia

Nonpublic Postsecondary Education Commission

2082 East Exchange Place, Suite 220

Tucker, GA 30084-5305

Phone: 770.414.3300

<http://gnpec.org/consumer-resources/>

Hawaii

Hawaii Postsecondary Education Authorization Program

P.O. Box 541

Honolulu, Hawaii 96809

hpeap@dcca.hawaii.gov

<http://cca.hawaii.gov/hpeap/student-complaint-process/>

Student Grievance Review Process

Idaho

Idaho State Board of Education
Attn: State Coordinator for Private Colleges and Proprietary Schools
650 West State Street
P.O. Box 83720
Boise, ID 83720-0037
https://boardofed.idaho.gov/priv_col_univ/student_complaint.asp/

Illinois

Illinois Board of Higher Education
1 North Old State Capitol Plaza
Suite 333
Springfield, IL 62701
Institutional Complaint Hotline: (217) 557-7359
<http://www.ibhe.state.il.us/consumerinfo/complaint.htm>

Indiana

Indiana Commission on Proprietary Education
Board for Proprietary Education
Indiana Commission for Higher Education
101 West Ohio Street, Suite 670
Indianapolis, IN 46204
Phone: 317.464.4400
<http://www.in.gov/bpe/2333.htm>

Iowa

Iowa College Aid
430 E. Grand Ave., 3rd Floor
Des Moines, IA 50309
info@iowacollegeaid.gov
<https://www.iowacollegeaid.gov/content/constituent-request-review>

Kansas

Kansas Board of Regents
Private Board of Regents
1000 SW Jackson Street, Suite 520
Topeka, KS 66612-1368
Phone: 785.296.3421
http://www.kansasregents.org/students/university_student_complaints

Student Grievance Review Process

Kentucky

Kentucky Council on Postsecondary Education
1024 Capital Center Dr. #320
Frankfort, KY 40601-7512
http://cpe.ky.gov/campuses/consumer_complaint.html

Louisiana

Louisiana Attorney General Office
Consumer Protection Section
P.O. Box 94005
Baton Rouge, LA 70804
ConsumerInfo@ag.state.la.us
<http://www.ag.state.la.us/Home/ComplaintDocument>

Louisiana Board of Regents
Proprietary Schools
P.O. Box 3677
Baton Rouge, LA 70821-3677
<http://www.regents.la.gov/assets/docs/2013/03/Board-of-Regents-SARA-Student-Complaint-Form.pdf>

Maine

Maine Department of Education
Consumer Protection Division
23 State House Station
Augusta, ME 04333
<http://www.maine.gov/doe/highered/sara/index.html>

Maryland

Maryland Higher Education Commission
6 North Liberty Street, 10th Floor
Baltimore, MD 21201
http://mhec.maryland.gov/institutions_training/Pages/colleges_universities/index.aspx

Student Grievance Review Process

Massachusetts

Massachusetts Board of Higher Education

One Ashburton Place

Room 1401

Boston, MA 02108

<http://www.mass.edu/forstudents/complaints/complaintprocess.asp> Massachusetts Division of Professional Licensure

Office of Private Occupational School Education

1000 Washington Street

Boston, MA 02118

<http://www.mass.gov/ocabr/docs/dpl/complaint.pdf>

Michigan

Michigan Department of Licensing and Regulatory Affairs

Schools and Licensing

P.O. Box 30018

Lansing MI 48909

http://www.michigan.gov/lara/0,4601,7-154-61343_35414_60647_2739---,00.html

Minnesota

Minnesota Office of Higher Education

Registration and Licensing

1450 Energy Park Drive, Suite 350

St. Paul, MN 55108

<http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

Mississippi

Mississippi Commission on College Accreditation

3825 Ridgewood Road

Jackson, MS 39211-6453

http://www.mississippi.edu/mcca/student_complaint_process.asp

Student Grievance Review Process

Missouri

Missouri Department of Higher Education

205 Jefferson Street

PO Box 1469

Jefferson City, MO 65102-1469

Phone: 573.751.2361

<http://dhe.mo.gov/contactus.php>

Montana

Montana Board of Regents

Office of Commissioner of Higher Education

Montana University System

2500 Broadway Street

P.O. Box 203201

Helena, MT 59620-3201

<http://mus.edu/MUS-Statement-of-Complaint-Process.asp>

Nebraska

Nebraska Coordinating Commission for Postsecondary Education

P.O. Box 95005

Lincoln, NE 68509-5005

<http://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions>

New Hampshire

Department of Education - Division of Higher Education - Higher Education Commission

101 Pleasant Street

Concord, NH 03301

Phone: 603.271.0256

<http://www.education.nh.gov/highered/>

Nevada

Nevada Commission on Postsecondary Education

3663 East Sunset Road

Suite 202

Las Vegas, Nevada 89120

<http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

Student Grievance Review Process

New Jersey

New Jersey Office of the Secretary of Higher Education
P.O. Box 542
Trenton, NJ 08625

<http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>

New Mexico

New Mexico Higher Education Department
2048 Galisteo Street
Santa Fe, NM 87505

<http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx>

New York

New York Office of College and University Evaluation
New York State Education Department
89 Washington Avenue
Room 969 EBA
Albany, NY 12234

ocueinfo@mail.nysed.gov

<http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

North Carolina

Board of Governors for the University of North Carolina
Postsecondary Education Complaints, c/o Assistant Director of Licensure
University of North Carolina General Administration
910 Raleigh Road
Chapel Hill, NC 27514

<https://www.northcarolina.edu/complaints>

North Dakota

North Dakota University System
1815 Schafer St., Ste. 202
Bismarck, ND 58501-1217

<http://www.ndus.edu/system/state-authorization/>

Student Grievance Review Process

Ohio

Ohio Board of Regents

25 South Front Street

Columbus, OH 43215

Phone: 614.466.6000

<https://www.ohiohighered.org/students/complaints>

Oklahoma

Oklahoma State Regents for Higher Education

655 Research Parkway, Suite 200

Oklahoma City, OK 73104

Phone: 405.225.9100

<http://www.okhighered.org/current-college-students/complaints.shtml>

Oregon

Oregon Higher Education Coordinating Commission

Office of Degree Authorization

775 Court Street NE

Salem, OR 97301

<http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx>

Pennsylvania

Pennsylvania Department of Education

Division of Higher & Career Education

Postsecondary and Adult Education

333 Market Street

Harrisburg, PA 17126

<http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#tab-1>

Student Grievance Review Process

Puerto Rico

Puerto Rico Council on Higher Education
P.O. Box 19900
San Juan, PR 00910
<http://www.ce.pr.gov>/Puerto Rico Department of Justice
P.O. Box 9020192
San Juan, PR 00902
<https://www.justice.gov/actioncenter/submit-complaint>

Rhode Island

Rhode Island Board of Governors for Higher Education
Shepard Bldg.
80 Washington St.
Providence, RI 02903
<http://www.ribghe.org/students.htm>

South Carolina

SC Commission on Higher Education
1122 Lady Street, Suite 300
Columbia, SC 29201
Phone: 803.737.2260
<http://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.aspx>

South Dakota

South Dakota Board of Regents
306 East Capitol Ave.
Suite 200
Pierre, SD 57501
<https://www.sdbor.edu/administrative-offices/academics/SD-SARA/Pages/default.aspx>

Tennessee

Tennessee Higher Education Commission
404 James Robertson Parkway, Suite 1900
Nashville, TN 37243-0830
Phone: 615.741.3605
<http://www.tn.gov/thec/article/consumer-services>

Student Grievance Review Process

Texas

Texas Higher Education Coordinating Board

1200 East Anderson Lane

Austin, TX 78752

<http://www.thecb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9>

United States Virgin Islands

Virgin Islands Board of Education

#2 John Brewers Bay

St. Thomas, USVI 00802

<http://www.uvi.edu/>

Utah

Utah Division of Consumer Protection

160 East 300 South

Salt Lake City, UT 84111

consumerprotection@utah.gov

<https://higheredutah.org/sara/>

Vermont

Vermont Agency of Education

State Board of Education

120 State Street

Montpelier, VT 05620

AOE.EdInfo@state.vt.us

<http://education.vermont.gov/documents/postsecondary-program-complaint-resolution>

Virginia

State Council of Higher Education for Virginia

101 North 14th Street

James Monroe Building

Richmond, VA 23219

<http://www.schev.edu/index/students-and-parents/resources/student-complaints>

Student Grievance Review Process

Washington

Washington Student Achievement Council
917 Lakeridge Way
P.O. Box 43430
Olympia, WA 98504-3430
complaints@wsac.wa.gov
<https://www.wsac.wa.gov/student-complaints>

West Virginia

West Virginia Council for Community and Technical College Education
1018 Kanawha Blvd E, Suite 700
Charleston, WV 25301-2800
Phone: 304.558.0265
<http://www.wvctcs.org/>

Wisconsin

Wisconsin Technical College System Office
4622 University Avenue
P.O. Box 7874
Madison, WI 53707-7874
<http://www.heab.state.wi.us/dlab/>

Wyoming

Wyoming Department of Education
2300 Capitol Avenue, Hathaway Building, 2nd Floor
Cheyenne, WY 82002-0050
Phone: 307.777.7690
<http://edu.wyoming.gov/downloads/schools/student-complaint-process.pdf>

Accreditation

Yavapai College is [accredited](#) by the [Higher Learning Commission](#) of the North Central Association. Students who have concerns regarding Yavapai College's compliance with the Commission's Criteria for Accreditation may contact them to address their concerns. You can find more information at [Complaints Against an Affiliated Institution](#).

230 South LaSalle Street, Suite 7-500
Chicago, Illinois 60604-1411
1-800-621-7440