



## Bay Mills Community College Distance Education Student Complaint Information

Bay Mills Community College wants students to have a positive experience in online education, but realizes that problems, grievances, and complaints may occur. Bay Mills Community College is providing the following information about student complaint procedures, to comply with U.S. Department of Education (USDOE) rules mandating that an institution which offers distance education must "provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint."

Student with complaints should first utilize the [Bay Mills Community College Student Complaint process](#). However, if the situation is not resolved, please see the following guidance.

**For students who are in distance education programs in states that are part of the State Authorization Reciprocity Agreement (SARA), student complaints should be directed to Michigan's portal agency, Michigan Department of Licensing and Regulatory Affairs ([Click here for Complaint Info & Form](#)). Michigan contact information is listed in the chart below. Note that there are some complaints that the portal agency does not address.**

All States **EXCEPT** the following are included in SARA: California and Massachusetts.

Further SARA Complaint information can be found here: <http://nc-sara.org/content/sara-and-students>.

**The following chart gives each state's complaint information and contact:**

<b>Alabama</b>	<b>Alabama Department of Postsecondary Education</b> <a href="https://www.accs.cc/index.cfm/school-licensure/complaints/">https://www.accs.cc/index.cfm/school-licensure/complaints/</a>
<b>Alaska</b>	<b>Alaska Commission on Postsecondary Education</b> Students with Complaints can e-mail: Kierke A. Kussart Program Coordinator for Institutional Authorization Alaska Commission on Postsecondary Education PO Box 110505 Juneau, AK 99811-050 907-465-6741 <a href="mailto:EED.ACPE-IA@alaska.gov">EED.ACPE-IA@alaska.gov</a>

<b>Arizona</b>	<p><b>Arizona State Board for Private Postsecondary Education</b>  <a href="https://ppse.az.gov/complaint">https://ppse.az.gov/complaint</a>  Contact:  Keith Blanchard  Deputy Director/Investigator  602-542-5769  <a href="mailto:Keith.blanchard@azppse.gov">Keith.blanchard@azppse.gov</a>  <i>*The usual Complaint policy may not apply as Bay Mills Community College is not required to register online programs in Arizona</i></p>
<b>Arkansas</b>	<p><b>Arkansas Department of Higher Education</b>  <a href="http://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/">http://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/</a>  Contact:  Alana Boles  Program Specialist, Academic Affairs  501-371-2060                      <a href="mailto:alana.boles@adhe.edu">alana.boles@adhe.edu</a></p>
<b>California</b>	<p><b>California Bureau for Private Postsecondary Education</b>  <b>NON-SARA STATE</b>  <a href="http://www.bppe.ca.gov/enforcement/complaint.shtml">http://www.bppe.ca.gov/enforcement/complaint.shtml</a>  Contact: Bureau for Private Postsecondary Education  2535 Capitol Oaks Drive, Suite 400  Sacramento, CA 95833  916-431-6924  FAX: 916-263-1897  <i>*The usual Complaint policy may not apply as Bay Mills Community College is not required to register online programs in California</i></p>
<b>Colorado</b>	<p><b>Colorado Department of Higher Education</b>  <a href="http://higher.ed.colorado.gov/Academics/Complaints/default.html">http://higher.ed.colorado.gov/Academics/Complaints/default.html</a>  Contact:  Heather DeLange  Academic Policy Officer  1560 Broadway, Suite 1600  Denver, CO 80202  303-866-4209                      <a href="mailto:heather.delange@dhe.state.co.us">heather.delange@dhe.state.co.us</a>  <i>*The usual Complaint policy may not apply as Bay Mills Community College is not required to register online programs in Colorado</i></p>
<b>Connecticut</b>	<p><b>Connecticut Office of Higher Education</b>  <a href="http://www.ctohe.org/StudentComplaints.shtml">http://www.ctohe.org/StudentComplaints.shtml</a>  The complaint form is available by contacting the Education &amp; Employment Information Center at (800)842-0229 or <a href="mailto:edinfo@ctohe.org">edinfo@ctohe.org</a>.</p>

<p><b>Delaware</b></p>	<p><b>Delaware Department of Education</b>  1. Have you addressed the institution?  2. Have you followed the proper policy/procedures for appeals?  If the complaint cannot be resolved by these procedures, the next step is to direct the complaint to the Delaware Department of Education, Higher Education Office.  *If the institution is a member of SARA, please read the <a href="#">Student Complaint Policy and Process</a> and use the <a href="#">SARA Student Complaint Form</a> Contact:  Delaware Department of Education  The Townsend Building  401 Federal Street, Suite 2  Dover, DE 19901-3639  302-735-4000      <a href="http://www.doe.k12.de.us/Page/2918">http://www.doe.k12.de.us/Page/2918</a></p>
<p><b>Florida</b></p>	<p><b>Florida Commission for Independent Education</b>  <a href="http://www.fldoe.org/policy/cie/file-a-complaint.stml">http://www.fldoe.org/policy/cie/file-a-complaint.stml</a>  Follow instructions for “Nonpublic Postsecondary Institutions” near the bottom of the page.  Contact:  Commission for Independent Education  325 W. Gaines Street, Suite 1414  Tallahassee, FL. 32399-0400 <a href="mailto:cieinfo@fldoe.org">cieinfo@fldoe.org</a>  Fax: 850-245-3238  <i>*The usual Complaint policy may not apply as Bay Mills Community College is not required to register online programs in Florida</i></p>
<p><b>Georgia</b></p>	<p><b>Georgia Nonpublic Postsecondary Education Commission</b>  <a href="http://gnpec.org/consumer-resources/gnpec-authorized-school-complainant-form/">http://gnpec.org/consumer-resources/gnpec-authorized-school-complainant-form/</a>  Contact:  Nonpublic Postsecondary Education Commission  2082 East Exchange Place, Suite 220  Tucker, Georgia 30084-5305  770-414-3300  770-414-3309 (FAX)</p>
<p><b>Hawaii</b></p>	<p><b>Hawaii Post-Secondary Education Authorization Program</b>  Contact:  Bobbie Lum-Mew  HPEAP Administrator  P.O. Box 541  Honolulu, HI 96809  808-586-7327      <a href="mailto:hpeap@dcca.hawaii.gov">hpeap@dcca.hawaii.gov</a>  <i>*The usual Complaint policy may not apply as Bay Mills Community College is not required to register online programs in Hawaii</i></p>
<p><b>Idaho</b></p>	<p><b>Idaho State Board of Education</b>  <a href="https://boardofed.idaho.gov/priv_col_univ/student_complaint.asp">https://boardofed.idaho.gov/priv_col_univ/student_complaint.asp</a> Contact:  Val Fenske  State Coordinator for Private Colleges &amp; Proprietary Schools  Idaho State Board of Education  650 West State Street, (PO Box 83720) Boise, ID 83720-0037  Main Office: 208-334-2270, direct line: 208-332-1587  Fax: 208-334-2632 <a href="mailto:valerie.fenske@osbe.idaho.gov">valerie.fenske@osbe.idaho.gov</a></p>

<p><b>Illinois</b></p>	<p><b>Illinois Board of Higher Education</b>  Institutional Complaint Hotline: (217) 557-7359  Link to online Institutional Complaint System: <a href="http://complaints.ibhe.org/">http://complaints.ibhe.org/</a></p> <p>Individuals seeking to register a complaint about an Illinois higher education institution are required to register a complaint using IBHE’s Institutional Complaint System. Complaint processing as it relates to maintenance of institutional approvals is described in 23 Illinois Administrative Rules Sections 1030.70, 1030.80, and 1095.250.</p> <p>The Board receives general information email at <a href="mailto:info@ibhe.org">info@ibhe.org</a>. Students seeking to register a complaint about an institution are required to submit the complaint in writing. Complaint processing as relates to maintenance of institutional approvals is described in 23 Illinois Administrative Rules Sections 1030.70 and 1030.80.</p> <p>Contact:  Richard Tapia  Associate Director for Diversity and Outreach  1 N Old State Capitol Plaza, Suite 333  Springfield, Illinois 62701,  217-557-7359 <a href="mailto:tapia@ibhe.org">tapia@ibhe.org</a>  <i>*The usual Complaint policy may not apply as Bay Mills Community College is not required to register online programs in Illinois</i></p>		
<p><b>Indiana</b></p>	<p><b>Indiana Commission for Higher Education</b>  <a href="http://www.in.gov/che/2744.htm">http://www.in.gov/che/2744.htm</a></p> <p>Contacts:</p> <table border="0"> <tr> <td>Sara E. Appel, M.A. Academic Programs Manager Indiana Commission for Higher Education/ Education Indianapolis, Indiana 46204-1984 317-464-4400 Ext.141 Fax: 317-464-4410 <a href="mailto:sappeal@che.in.gov">sappeal@che.in.gov</a></td> <td>Tara L. Adams Accreditation Coordinator Indiana Board for Proprietary Education Indiana Commission for Higher Education 101 West Ohio Street, Suite 670 Indianapolis, IN 46204-1984 317-464-4400 Fax:317-233-4219 <a href="mailto:tedams@bpc.che.in.gov">tedams@bpc.che.in.gov</a></td> </tr> </table>	Sara E. Appel, M.A. Academic Programs Manager Indiana Commission for Higher Education/ Education Indianapolis, Indiana 46204-1984 317-464-4400 Ext.141 Fax: 317-464-4410 <a href="mailto:sappeal@che.in.gov">sappeal@che.in.gov</a>	Tara L. Adams Accreditation Coordinator Indiana Board for Proprietary Education Indiana Commission for Higher Education 101 West Ohio Street, Suite 670 Indianapolis, IN 46204-1984 317-464-4400 Fax:317-233-4219 <a href="mailto:tedams@bpc.che.in.gov">tedams@bpc.che.in.gov</a>
Sara E. Appel, M.A. Academic Programs Manager Indiana Commission for Higher Education/ Education Indianapolis, Indiana 46204-1984 317-464-4400 Ext.141 Fax: 317-464-4410 <a href="mailto:sappeal@che.in.gov">sappeal@che.in.gov</a>	Tara L. Adams Accreditation Coordinator Indiana Board for Proprietary Education Indiana Commission for Higher Education 101 West Ohio Street, Suite 670 Indianapolis, IN 46204-1984 317-464-4400 Fax:317-233-4219 <a href="mailto:tedams@bpc.che.in.gov">tedams@bpc.che.in.gov</a>		
<p><b>Iowa</b></p>	<p><b>Iowa College Student Aid Commission</b>  <a href="https://www.iowacollegeaid.gov/sdrf-start">https://www.iowacollegeaid.gov/sdrf-start</a></p> <p>Contact:  Iowa College Student Aid Commission  877-272-4456</p>		
<p><b>Kansas</b></p>	<p><b>Kansas Board of Regents</b>  <a href="http://kansasregents.org/academic_affairs/private_out_of_state/complaint_process">http://kansasregents.org/academic_affairs/private_out_of_state/complaint_process</a></p> <p>Contact:  Jennifer Armour  Business Analyst  1000 SW Jackson, Ste 520  Topeka, KS 66612 (785) 430-4288  <a href="mailto:jarmour@ksbor.org">jarmour@ksbor.org</a>  <i>*The usual Complaint policy may not apply as Bay Mills Community College is not required to register online programs in Kansas</i></p>		

<p><b>Kentucky</b></p>	<p><b>Kentucky Council on Postsecondary Education</b>  * In accordance with 13 KAR 4:010, a non-resident student attending a Kentucky college or university operating through the State Authorization Reciprocity Agreement (SARA) must first exhaust all internal procedures for complaint resolution offered by the college or university before filing a complaint. Also, the incident giving rise to the complaint must have occurred within two years of filing. (<a href="http://cpe.ky.gov/campuses/consumer_complaint.html">http://cpe.ky.gov/campuses/consumer_complaint.html</a>)  Contact:  CPE Consumer Complaint  Council on Postsecondary Education  1024 Capital Center Drive, Suite 320  Frankfort, KY 40601 <a href="mailto:cpeconsumercomplaint@ky.gov">cpeconsumercomplaint@ky.gov</a>  <i>*The usual Complaint policy may not apply as Bay Mills Community College is not required to register online programs in Kentucky</i></p>
<p><b>Louisiana</b></p>	<p><b>Louisiana Board of Regents</b>  Louisiana Attorney General’s Office of Consumer Protection  Consumer Protection  Division Office of the Attorney General  P.O. Box 94005  Baton Rouge, LA 70804-9005  Office: 1-800-351-4889 or 225-326-6400  <a href="http://www.regents.la.gov/page/StudentComplaints">http://www.regents.la.gov/page/StudentComplaints</a></p>
<p><b>Maine</b></p>	<p><b>Maine Department of Higher Education</b>  Contact:  Harry W. Osgood  Higher Education Specialist  Maine Department of Education  Augusta, Maine 04333  207-624-6846  <a href="mailto:harry.osgood@maine.gov">harry.osgood@maine.gov</a>  <i>*The usual Complaint policy may not apply as Bay Mills Community College is not required to register online programs in Maine</i></p>
<p><b>Maryland</b></p>	<p><b>Maryland Higher Education Commission</b>  <a href="http://mhec.maryland.gov/institutions_training/Documents/acadaff/MHECStudentComplaintForms.pdf">http://mhec.maryland.gov/institutions_training/Documents/acadaff/MHECStudentComplaintForms.pdf</a>  Contact:  Academic Affairs – Student Complaints  Maryland Higher Education Commission  6 N. Liberty Street, 10th Floor  Baltimore, MD 21207 <a href="mailto:acadprop@mhec.state.md.us">acadprop@mhec.state.md.us</a>  <i>*The usual Complaint policy may not apply as Bay Mills Community College is not required to register online programs in Maryland</i></p>
<p><b>Massachusetts</b></p>	<p><b>Massachusetts Department of Higher Education-NON SARA STATE</b>  <a href="http://www.mass.edu/forstufam/complaints/complaints.asp">http://www.mass.edu/forstufam/complaints/complaints.asp</a>  Contact:  Angela Williams  Paralegal and Coordinator for Accountability &amp; Regulatory Affairs  617-994-6963 <a href="mailto:awilliams@bhe.mass.edu">awilliams@bhe.mass.edu</a></p>

<b>Michigan</b>	<p><b>Michigan Department of Licensing and Regulatory Affairs</b>  <a href="http://www.michigan.gov/pss">http://www.michigan.gov/pss</a>  Contact:  Michael Beamish, Manager  State of Michigan  Dept. of Licensing and Regulatory Affairs  Corporations, Securities &amp; Commercial Licensing  Schools and Licensing  PO Box 30018  Lansing, MI 48909  517-241-6806 Fax: 517-373-2162 <a href="mailto:beamishm@michigan.gov">beamishm@michigan.gov</a></p>
<b>Minnesota</b>	<p><b>Minnesota Office of Higher Education</b>  <a href="http://www.ohe.state.mn.us/mPg.cfm?pageID=1078">http://www.ohe.state.mn.us/mPg.cfm?pageID=1078</a>  Contact:  Registration &amp; Licensing  Office of Higher Education  1450 Energy Park Drive, Suite 350  St. Paul, MN 55108  651-259-3975 Secure Fax:651-797-1664 <a href="mailto:betsy.talbot@state.mn.us">betsy.talbot@state.mn.us</a></p>
<b>Mississippi</b>	<p><b>Mississippi Commission on College Accreditation</b>  Please direct complaint to the authorizing/licensing agency in the institution's home state or to the Attorney General's Office Consumer Protection Division  (<a href="http://www.ago.state.ms.us/divisions/consumer-protection/">http://www.ago.state.ms.us/divisions/consumer-protection/</a>)</p>
<b>Missouri</b>	<p><b>Missouri Department of Higher Education</b>  <a href="http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf">http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf</a></p>
<b>Montana</b>	<p><b>Montana University System</b>  <a href="http://mus.edu/MUS-Statement-of-Complaint-Process.asp">http://mus.edu/MUS-Statement-of-Complaint-Process.asp</a>  Individuals with complaints regarding institutions that are operating in Montana, but are not part of the Montana University System, have the following options:</p> <ul style="list-style-type: none"> <li>□ Utilize the internal complaint processes of the applicable institution.</li> <li>□ Complaints concerning consumer protection violations should be directed to the Montana Department of Justice Office of Consumer Protection.  <a href="https://dojmt.gov/consumer/consumer-complaints/">https://dojmt.gov/consumer/consumer-complaints/</a></li> <li>□ Complaints concerning proper licensure under Montana law (see Board of Regents' Policy 221, <a href="http://www.mus.edu/borpol/bor200/221.pdf">http://www.mus.edu/borpol/bor200/221.pdf</a>), including, if applicable, complaints related to State Authorization Reciprocity Agreement standards, may be directed to the Montana University System Office of the Commissioner of Higher Education, 2500 Broadway PO Box 203201, Helena, Montana 59620-3201, 406-444-6570.</li> <li>□ Complaints concerning broad institutional academic practices, such as those that raise issues regarding the institution's ability to meet accreditation standards may be directed to the applicable institution's accrediting agency.</li> </ul>

<b>Nebraska</b>	<p><b>Nebraska's Coordinating Commission for Postsecondary Education</b>  <a href="https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions">https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions</a></p> <p>Contact:  <a href="mailto:kathleen.fimple@nebraska.gov">kathleen.fimple@nebraska.gov</a>  Kathleen Fimple  Academic Programs Officer  Nebraska's Coordinating Commission for Postsecondary Education  402-471-0030</p>
<b>Nevada</b>	<p><b>Nevada Commission on Postsecondary Education</b>  <a href="http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm">http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm</a>  8778 South Maryland Parkway Suite 115  Las Vegas, Nevada 89123  702-486-7330 Fax: 702-486-7340  <i>*The usual Complaint policy may not apply as Bay Mills Community College is not required to register online programs in Nevada</i></p>
<b>New Hampshire</b>	<p><b>New Hampshire Department of Education</b>  <a href="https://www.education.nh.gov/highered/compliance-allegation.htm">https://www.education.nh.gov/highered/compliance-allegation.htm</a></p> <p>Contact:  Edward R. MacKay  Director, Division of Higher Education  Higher Education Commission  101 Pleasant Street  Concord, NH 03301  603-271-0256 <a href="mailto:edward.mackay@doe.nh.gov">edward.mackay@doe.nh.gov</a>  <i>*The usual Complaint policy may not apply as Bay Mills Community College is not required to register online programs in New Hampshire</i></p>
<b>New Jersey</b>	<p><b>New Jersey Secretary of Higher Education</b>  Complaint information:  <a href="http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml">http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml</a></p>
<b>New Mexico</b>	<p><b>New Mexico Higher Education Department</b>  <a href="http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx">http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx</a></p> <p>Contact:  Diane Vigil-Hayes  Private &amp; Proprietary Schools Administrator and Compliance Officer  New Mexico Higher Education Department  2048 Galisteo Street  Santa Fe, NM 87505  505-476-8418  <a href="mailto:Diane.Vigil@state.nm.us">Diane.Vigil@state.nm.us</a></p>
<b>New York</b>	<p><b>(New York) Office of College and University Evaluation</b>  <a href="http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html">http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</a>  Office of College and University Evaluation  New York State Education Department  89 Washington Avenue,  Room 969 EBA Albany, NY 12234  518-474-1551 Fax: 518-486-2779 <a href="mailto:ocueinfo@nysed.gov">ocueinfo@nysed.gov</a></p>

<p><b>North Carolina</b></p>	<p><b>University of North Carolina Board of Governors</b>  <a href="http://www.northcarolina.edu/sites/default/files/documents/student_complaint_form.pdf">http://www.northcarolina.edu/sites/default/files/documents/student_complaint_form.pdf</a>  Contact:  North Carolina Post-Secondary Education Complaints  c/o Terrence R. Scarborough  University of North Carolina General Administration  910 Raleigh Road, Chapel Hill, NC 27515-2688  919-962-4558 <a href="mailto:trscarborough@northcarolina.edu">trscarborough@northcarolina.edu</a>  <i>*The usual Complaint policy may not apply as Bay Mills Community College is not required to register online programs in North Carolina</i></p>
<p><b>North Dakota</b></p>	<p><b>North Dakota University System</b>  <a href="https://stateauth.ndus.edu/?page_id=102">https://stateauth.ndus.edu/?page_id=102</a>  Contact:  Cheryl Thompson  North Dakota University System  2000 44th St SW, Ste. 301  Fargo, ND 58103  <a href="mailto:cheryl.thompson@ndus.edu">cheryl.thompson@ndus.edu</a></p>
<p><b>Ohio</b></p>	<p><b>Ohio Board of Regents</b>  <a href="https://www.ohiohighered.org/students/complaints">https://www.ohiohighered.org/students/complaints</a>  Contact:  Matt Exline  <a href="mailto:mexline@regents.state.oh.us">mexline@regents.state.oh.us</a>  614-728-3095</p>
<p><b>Oklahoma</b></p>	<p><b>Oklahoma State Regents for Higher Education</b>  Contact:  Mr. Jose Dela Cruz  Coordinator of Academic Affairs Projects  Oklahoma State Regents for Higher Education  405-225-9141</p>
<p><b>Oregon</b></p>	<p><b>Oregon Office of Degree Authorization</b>  <a href="http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx">http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx</a>  Contact:  Juan Baez-Arevalo  Director of Private Postsecondary Education  Higher Education Coordinating Commission  <a href="mailto:Juan.baez-arevalo@state.or.us">Juan.baez-arevalo@state.or.us</a>  503-947-5977  <i>*The usual Complaint policy may not apply as Bay Mills Community College is not required to register online programs in Oregon</i></p>



<p><b>Pennsylvania</b></p>	<p><b>Pennsylvania Department of Education</b>  <a href="http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/College-and-Universities.aspx#tab-1">http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/College-and-Universities.aspx#tab-1</a>  (See “Student Complaints” at the bottom of the page)  Contact:  <a href="mailto:RA-COLLUNIVSEMINFO@state.pa.us">RA-COLLUNIVSEMINFO@state.pa.us</a></p>
<p><b>Rhode Island</b></p>	<p><b>Rhode Island Office of the Postsecondary Commissioner</b>  <a href="http://www.ribghe.org/pdfs/BOGStudentComplaintProcessII011012.pdf">http://www.ribghe.org/pdfs/BOGStudentComplaintProcessII011012.pdf</a>  Contact:  Rhode Island Office of the Postsecondary Commissioner  560 Jefferson Boulevard  Warwick, Rhode Island 02886  401-736-1100 Fax: 401-732-3541 <a href="mailto:ribghe@ribghe.org">ribghe@ribghe.org</a></p>
<p><b>South Carolina</b></p>	<p><b>South Carolina Commission on Higher Education</b>  <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 Carolina Commission on Higher Education  Academic Affairs  1122 Lady Street, Suite 300  Columbia, South Carolina 29201 <a href="http://www.che.sc.gov">www.che.sc.gov</a></p>
<p><b>South Dakota</b></p>	<p><b>South Dakota Secretary of State’s Office</b>  Contact:  South Dakota Attorney General  1302 E. Highway 14, Suite 1  Pierre, SD 57501-8501  605-773-3215</p>
<p><b>Tennessee</b></p>	<p><b>Tennessee Higher Education Commission</b>  <a href="http://tn.gov/assets/entities/thec/attachments/Complaint_Form_%28Rev.12.16%29_1-26-17.pdf">http://tn.gov/assets/entities/thec/attachments/Complaint_Form_%28Rev.12.16%29_1-26-17.pdf</a>  Contact:  Shauna Jennings  Investigations Officer &amp; Complaint Specialist  Tennessee Higher Education Commission  404 James Robertson Parkway, Suite 1900  Nashville, TN 37243 <a href="mailto:shauna.jennings@tn.gov">shauna.jennings@tn.gov</a>  615-741-0662  <i>*The usual Complaint policy may not apply as Bay Mills Community College is not required to register online programs in Tennessee</i></p>

<p><b>Texas</b></p>	<p><b>Texas Higher Education Coordinating Board</b>  <a href="http://www.thecb.state.tx.us/index.cfm?objectid=AC6FA0BC-F5DB-16DE-6B667C083DFB5B98">http://www.thecb.state.tx.us/index.cfm?objectid=AC6FA0BC-F5DB-16DE-6B667C083DFB5B98</a>  Contact:  Texas Higher Education Coordinating Board  College Readiness and Success Division  P.O. Box 12788  Austin, Texas 78711-2788  <a href="mailto:Studentcomplaints@thecb.state.tx.us">Studentcomplaints@thecb.state.tx.us</a>  <i>*The usual Complaint policy may not apply as Bay Mills Community College is not required to register online programs in Texas</i></p>
<p><b>Utah</b></p>	<p><b>Utah Division of Consumer Protection</b>  <a href="https://dcp.utah.gov/complaints/index.html">https://dcp.utah.gov/complaints/index.html</a> Contact:  Utah Division of Consumer Protection  Attn. Complaint Processor  160 East 300 South, 2<sup>nd</sup> Floor  P.O. Box 146704  Salt Lake City, UT 84114-6704  801-530-6601 Fax: 801-530-6001 <a href="http://www.dcp.utah.gov/">http://www.dcp.utah.gov/</a></p>
<p><b>Vermont</b></p>	<p><b>Vermont State Board of Education</b>  <a href="http://education.vermont.gov/sites/aoe/files/documents/edu-postsecondary-program-complaint-resolution.pdf">http://education.vermont.gov/sites/aoe/files/documents/edu-postsecondary-program-complaint-resolution.pdf</a>  Contact: Cassandra Ryan  Vermont Agency of Education  Postsecondary Approval Coordinator  <a href="mailto:Cassandra.ryan@vermont.gov">Cassandra.ryan@vermont.gov</a></p>
<p><b>Virginia</b></p>	<p><b>Virginia State Council of Higher Education</b>  <a href="http://schev.edu/index/students-and-parents/resources/student-complaints">http://schev.edu/index/students-and-parents/resources/student-complaints</a>  State Council of Higher Education for Virginia  101 N. 14TH St., 10TH FL James Monroe Building  Richmond, VA 23219 - 3659  804-225-2600 Fax: 804-225-2604</p>
<p><b>Washington</b></p>	<p><b>Washington Student Achievement Council</b>  <a href="http://www.wsac.wa.gov/student-complaints">http://www.wsac.wa.gov/student-complaints</a>  Contact:  Tivoli Sharp  Program Administrator  Washington Student Achievement Council  P.O. Box 43430  Olympia, WA 98504-3430  360-753-7869 <a href="mailto:tivolis@wsac.wa.gov">tivolis@wsac.wa.gov</a></p>

<b>West Virginia</b>	<p><b>West Virginia Higher Education Policy Commission</b>  Contact:  Matt Turner, Executive Vice Chancellor for Administration  WV Higher Education Policy Commission  1018 Kanawha Blvd., E. Suite 700  Charleston, WV 25301  Phone: 304-558-4016  Email: <a href="mailto:matt.turner@wvhepc.edu">matt.turner@wvhepc.edu</a></p>
<b>Wisconsin</b>	<p><b>Wisconsin Educational Approval Board</b>  <a href="http://eab.state.wi.us/resources/complaint.asp">http://eab.state.wi.us/resources/complaint.asp</a>  Contact:  Blanca James  Office Operations Associate  P.O. Box 8696  Madison, WI 53708-8696  608-266-1996 <a href="mailto:blanca.james@eab.wisconsin.gov">blanca.james@eab.wisconsin.gov</a></p>
<b>Wyoming</b>	<p><b>Wyoming Department of Education</b>  <a href="https://edu.wyoming.gov/downloads/schools/student-complaint-process.pdf">https://edu.wyoming.gov/downloads/schools/student-complaint-process.pdf</a>  Contact:  Elaine Marces  Private School Program Manager  Wyoming Department of Education  307-777-6210 <a href="mailto:elaine.marces@wyo.gov">elaine.marces@wyo.gov</a></p>
<b>Washington, DC</b>	<p><b>District of Columbia Education Licensure Commission</b>  <a href="https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints">https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints</a>  Contact:  Office of the State Superintendent of Education  Higher Education Licensure Commission  810 First St. NE, Second Floor  Washington, DC 20002  202-727-6436</p>