



## 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." BMCC is committed to resolving all forms of complaints through the Student Complaint process detailed below.

1. Student with complaints should first utilize the BMCC [100.102 Complaint Directory and Policy process](#) which is listed on the BMCC website and also the next page.
2. If the student complaint remains unresolved, they should next use the Bay Mills Indian Community (BMIC) Tribal [Community College Student Complaint Ordinance](#).
3. If the situation still remains unresolved using BMCC and BMIC Tribal policies, 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 are to be directed to Michigan's portal agency, [Michigan Department of Licensing and Regulatory Affairs](#). Students can then download the Post-Secondary Student Complaints document. Michigan contact information is also listed in the chart below. Note that there are some complaints that the portal agency does not address. Students should first exhaust their remedies utilizing the policies adopted by BMCC and BMIC.

4. Higher Learning Commission Complaint Process

Complaints regarding the College's ability to meet accreditation standards may be forwarded to the Higher Learning Commission of the North Central Association of Colleges and Schools, 30 North LaSalle Street, Chicago, Illinois 60602-2504 or online at the "[Complaints Against an Affiliated Institution-Instructions for Filing A Complaint with the Commission](#)".

### Request for Accreditation and Authorization Information

Upon request, BMCC will make available for review a copy of the documents describing the institution's accreditation and its State, Federal, or tribal approval or licensing. The BMCC Charter can be found on the BMCC Policies website.

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>.

**Professional Licensure for Certain Academic Programs. To All Prospective Students: Please check the state requirements for professional licensure before you undertake your program of study.** BMCC offers programs, which may lead to licensure in the state of Michigan. However, BMCC cannot assure that its distance education offerings will lead to licensure in other states.

### **BAY MILLS COMMUNITY COLLEGE COMPLAINT RESOLUTION**

Bay Mills Community College (“BMCC”) is committed to resolving all forms of complaints within its organizational reporting structure by using the BMCC Dispute Resolution Procedures detailed in the BMCC student handbook and below.

**Student complaints concerning academic grades, courses, programs, and teaching faculty should be submitted to the Vice President for Academics:**

Samantha Jackson Cameron, Vice President for Academics  
Mikanuk Hall, 12214 W Lakeshore Drive, Brimley, MI 49715  
Email: [scameron@bmcc.edu](mailto:scameron@bmcc.edu)  
Phone: (906) 248-3354

**All other complaints (concerning disciplinary action, student conduct, financial aid or other BMCC policies) should be submitted to the Dean of Student Services:**

Debra J. Wilson, Dean of Student Services  
Student Success Center, 12214 W Lakeshore Drive, Brimley, MI 49715  
Email: [dwilson@bmcc.edu](mailto:dwilson@bmcc.edu)  
Phone: (906) 248-3354 Ext. 8442

Bay Mills Community College makes every effort to resolve student complaints internally, using policies and procedures outlined in the current College Policies and Student Handbook. It is expected that students will fully utilize any and all of such administrative procedures to address concerns and/or complaints in as timely a manner as possible. In unusual and very unique circumstances whereby complaints are not resolved at this level, or whereby the complainant remains dissatisfied with the procedures and outcomes, or the complaint involves discrimination or other federal law complaints, the complainant may consider the procedures outlined below for a resolution.

### **Discrimination Complaints and Title IX Sexual Harassment Complaints**

Bay Mills Community College (BMCC) and its Board of Regents is committed to providing a non-discriminatory and harassment-free educational and working environment for all members of the Bay Mills Community College, including students, faculty, administrators, staff, and visitors. It is the policy of Bay Mills Community College that no person shall be discriminated against, excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination, including harassment, in employment and admissions, in education, or in any program or activity for which the College is responsible, on the basis of race, color, national origin, ancestry, sex, gender, gender identification, sexual orientation, disability, age, religion, medical condition, veteran status, marital status or any other characteristic protected by institutional policy or tribal or federal law. The BMCC *500.201 Sexual Misconduct Policy* can be found by [clicking here](#) and then it may be downloaded.

The following person has been designated to handle complaints regarding all matters of discrimination: Holly Powless, Title IX Coordinator, 12214 W. Lakeshore Drive-Room 276, Brimley, MI 49715, (906) 248-8430, [hpowless@bmcc.edu](mailto:hpowless@bmcc.edu).

## **Bay Mills Indian Community BMCC Student Complaint Ordinance**

In addition, Bay Mills Community College participates in Federal student aid programs that are authorized under Title IV of the Higher Education Act of 1965. Participating institutions must be legally authorized to operate within the jurisdiction in which it is located. Title 34 CFR §600.9 requires states [and Tribes] to have a "process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws."

Title 34 CFR §668.43(b) requires that institutions:

"make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution's accreditation and its State, Federal, or tribal approval or licensing. The institution must also 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."

To comply with this regulation, Bay Mills Community College provides the following information to our prospective and current students.

The Bay Mills Community College was legally established and chartered by the Bay Mills Indian Community. To obtain a copy of the BMCC charter, please contact the BMCC President's office at 12214 W Lakeshore Drive, Brimley, MI 49715 (906) 248-8437 or download it from the BMCC Policies website.

To file an unresolved written complaint, please contact the Bay Mills Indian Community Executive Council's Recording Secretary at 12140 W. Lakeshore Drive, Brimley, MI 49715 (906) 248-3241. The Bay Mills Indian Community (BMIC) Community College Student Complaint Ordinance can be downloaded here: <http://www.baymillstribalcourt.org/codes-ordinances/>

## DISTANCE EDUCATION STATE COMPLAINT AND CONTACT INFORMATION

<b>Alabama</b>	<p><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></p>
<b>Alaska</b>	<p><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></p>
<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>

<p><b>Colorado</b></p>	<p><b>Colorado Department of Higher Education</b>  <a href="http://highered.colorado.gov/Academics/Complaints/default.html">http://highered.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>
<p><b>Connecticut</b></p>	<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>

<b>Hawaii</b>	<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>				
<b>Idaho</b>	<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>				
<b>Illinois</b>	<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>				
<b>Indiana</b>	<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> <table border="0"> <tr> <td>Contacts:</td> <td></td> </tr> <tr> <td>Sara E. Appel, M.A. Academic Programs Manager Indiana Commission for Higher Education/ Education 101 West Ohio Street, Suite 550 Indianapolis, Indiana 46204-1984 317-464-4400 Ext.141 Fax: 317-464-4410 <a href="mailto:sappel@che.in.gov">sappel@che.in.gov</a></td> <td>Tara L. Adams Accreditation Coordinator Indiana Board for Proprietary Education 101 West Ohio Street, Suite 670 Indianapolis, IN 46204-1984 317-464-4400 Fax:317-233-4219 <a href="mailto:tadams@bpc.edu">tadams@bpc.edu</a></td> </tr> </table>	Contacts:		Sara E. Appel, M.A. Academic Programs Manager Indiana Commission for Higher Education/ Education 101 West Ohio Street, Suite 550 Indianapolis, Indiana 46204-1984 317-464-4400 Ext.141 Fax: 317-464-4410 <a href="mailto:sappel@che.in.gov">sappel@che.in.gov</a>	Tara L. Adams Accreditation Coordinator Indiana Board for Proprietary Education 101 West Ohio Street, Suite 670 Indianapolis, IN 46204-1984 317-464-4400 Fax:317-233-4219 <a href="mailto:tadams@bpc.edu">tadams@bpc.edu</a>
Contacts:					
Sara E. Appel, M.A. Academic Programs Manager Indiana Commission for Higher Education/ Education 101 West Ohio Street, Suite 550 Indianapolis, Indiana 46204-1984 317-464-4400 Ext.141 Fax: 317-464-4410 <a href="mailto:sappel@che.in.gov">sappel@che.in.gov</a>	Tara L. Adams Accreditation Coordinator Indiana Board for Proprietary Education 101 West Ohio Street, Suite 670 Indianapolis, IN 46204-1984 317-464-4400 Fax:317-233-4219 <a href="mailto:tadams@bpc.edu">tadams@bpc.edu</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>  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>  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>



<b>Maryland</b>	<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>
<b>Massachusetts</b>	<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>



<p><b>Montana</b></p>	<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>
<p><b>Nebraska</b></p>	<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>  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>
<p><b>Nevada</b></p>	<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>
<p><b>New Hampshire</b></p>	<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>  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>
<p><b>New Jersey</b></p>	<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>

<p><b>New Mexico</b></p>	<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>  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>
<p><b>New York</b></p>	<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>

<b>Washington</b>	<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>