

# Student Complaint Information by State

Students should follow the complaint process established by Bastyr University, as published in the Student Handbook at <https://bastyr.smartcatalogiq.com/2022-2023/2022-2023-student-handbook/>. Prospective students may access the University's complaint process at [www.bastyr.edu](http://www.bastyr.edu).

If the institutional complaint process remains unresolved, students should then contact the Washington Student Achievement Council (WSAC), the University's responsible state agency, at <https://wsac.wa.gov/student-complaints>.

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

Students enrolled in an online program should contact the Washington Student Achievement Council at <https://wsac.wa.gov/student-complaints> unless they reside in one of the following states/territories:

<b>California</b>	Bureau for Private Postsecondary Education	<a href="http://www.bppe.ca.gov">http://www.bppe.ca.gov</a>
<b>North Marinas Islands</b>	The Commonwealth of the Northern Marinas Islands	<a href="mailto:consumer_counsel@cnmioag.org">consumer_counsel@cnmioag.org</a>

Bastyr University offers distance education as a member of NC-SARA (National Council for State Authorization Reciprocity Agreements). Information about NC-SARA and the student complaint processes for programs offered under NC-SARA may be found at <http://nc-sara.org/>.

States and territories that are members of NC-SARA are indicated below in GREEN. States and territories that are not members of NC-SARA are indicated below in ORANGE.

The information outlined below is based on information gathered by NC-SARA in collaboration with WCET's (WICHE Cooperative for Educational Technologies) State Authorization Network.

State	Agency	Student complaint process information
Alabama	<b>Alabama Commission on Higher Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Alaska	<b>Alaska Commission on Postsecondary Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Arizona	<b>Arizona State Board for Private Postsecondary Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Arkansas	<b>Arkansas Department of Higher Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
California	<b>California Bureau for Private Postsecondary Education</b>	<a href="http://www.bppe.ca.gov">http://www.bppe.ca.gov</a> or 888.370.7589
Colorado	<b>Colorado Department of Higher Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Connecticut	<b>Connecticut Office of Higher Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Delaware	<b>Delaware Department of Education, The Delaware Higher Education Office</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
District of Columbia	<b>District of Columbia Higher Education Licensure Commission</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Florida	<b>Florida Commission for Independent Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Georgia	<b>Georgia Nonpublic Education Commission</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Hawaii	<b>Hawaii Postsecondary Education Authorization Program (HPEAP)</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Idaho	<b>Idaho State Board of Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Illinois	<b>Illinois Board of Higher Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Indiana	<b>Indiana Commission for Higher Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.

Iowa	<b>Iowa College Student Aid Commission</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Kansas	<b>Kansas Board of Regents</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Kentucky	<b>Kentucky Council on Postsecondary Education, Kentucky Commission on Proprietary Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Louisiana	<b>Louisiana Board of Regents</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Maine	<b>Maine Department of Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Maryland	<b>Maryland Higher Education Commission</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Massachusetts	<b>Massachusetts Department of Higher Education, Massachusetts Division of Professional Licensure</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Michigan	<b>Michigan Department of Licensing and Regulatory Affairs</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Minnesota	<b>Minnesota Office of Higher Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Mississippi	<b>Mississippi Commission of Proprietary School and College Registration, Mississippi Commission on College Accreditation</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Missouri	<b>Missouri Department of Higher Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Montana	<b>Montana Office of the Commissioner of Higher Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Nebraska	<b>Nebraska Department of Education- Private Postsecondary Career Schools, Nebraska Coordinating Commission for Postsecondary Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Nevada	<b>Nevada Commission on Postsecondary Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
New Hampshire	<b>New Hampshire Department of Education, Division of Educator Support and Higher Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
New Jersey	<b>New Jersey Office of the Secretary of Higher Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
New Mexico	<b>New Mexico Higher Education Department</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
New York	<b>New York Bureau of Proprietary School Supervision, New York Office of College and University Evaluation</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
North Carolina	<b>North Carolina Board of Governors</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
North Dakota	<b>North Dakota University System</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
North Marianas Islands	<b>CNMI Office of the Attorney General - Office of the Consumer Counsel</b>	<a href="https://www.cnmioag.org/divisions/consumer-protection/online-student-complaint/">https://www.cnmioag.org/divisions/consumer-protection/online-student-complaint/</a>
Ohio	<b>Ohio Department of Higher Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Oklahoma	<b>Oklahoma Board of Private Vocational Schools</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Oregon	<b>Oregon Higher Education Coordinating Commission</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Pennsylvania	<b>Pennsylvania Department of Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Puerto Rico	<b>Puerto Rico State Department- Board of Postsecondary Institutions</b>	<a href="https://agencias.pr.gov/agencias/cepr/inicio/Pages/SARA.aspx">https://agencias.pr.gov/agencias/cepr/inicio/Pages/SARA.aspx</a>
Rhode Island	<b>Rhode Island Office of the Postsecondary Commissioner</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
South Carolina	<b>South Carolina Commission on Higher Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.

South Dakota	<b>South Dakota Secretary of State</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Tennessee	<b>Tennessee Higher Education Commission</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Texas	<b>Texas Higher Education Coordinating Board</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Utah	<b>Utah Division of Consumer Protection</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Vermont	<b>Vermont Agency of Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Virginia	<b>Virginia State Council of Higher Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
U.S. Virgin Islands	<b>The Virgin Islands Department of Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
West Virginia	<b>West Virginia Council for Community and Technical College Education, West Virginia Higher Education Policy Commission</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Wisconsin	<b>Wisconsin Educational Approval Board</b>	Students are required to follow the NC-SARA member state complaint process outlined above.
Wyoming	<b>Wyoming Department of Education</b>	Students are required to follow the NC-SARA member state complaint process outlined above.