

# Student Complaint

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## Texas

**Filing a Student Complaint Against a Texas Higher Education Institution.** Click here: <http://www.thecb.state.tx.us/links/student-complaints/>, or email: [studentcomplaints@thecb.state.tx.us](mailto:studentcomplaints@thecb.state.tx.us).

## Indiana

**Authorization from State of Indian** <https://www.in.gov/cbe/2744.htm>.  
**Discrimination:**

A student has experienced discrimination, they may file with the Indiana Commission for Higher Education using the following secure link: <https://secure.in.gov/apps/icrc/discrimination>

## OTHER COMPLAINTS:

Within two years of the incident about which the student is complaining, he/she must contact the Commission for Higher Education using our complaint form.

Please note that the Commission cannot, by law, review complaints related to course grades, academic sanctions or discipline/conduct matters. In other areas, such as transferring credits between public institutions, the Commission has greater statutory authority.

**Please follow the steps outlined below to submit a complaint:**

### STEP 1

If a student has concerns related to classroom situations or administrative actions, he/she should contact the faculty or staff member(s) with whom he/she has a conflict. It may be possible to resolve the concerns without the need for formal institutional action. However, if the student's complaint is not resolved satisfactorily, or if the complaint cannot be resolved by contacting the faculty or staff member(s), the student should proceed to STEP 2.

## **STEP 2**

The student should file a complaint through his/her institution of higher education's established complaint process. Information on the process can usually be found in the institution's academic catalog, student handbook or website. If the student is unable to resolve the complaint in this manner, he/she should proceed to STEP 3.

## **STEP 3**

After receiving a complaint through our complaint form, Commission staff will review the submitted materials and contact the submitter for any required additional information or clarifications. The Commission will then send a copy of the complaint to the institution against which the complaint has been filed and ask for a response within three weeks. After receiving the college or university's response, Commission staff will determine whether the institution's student complaint process has been followed and exhausted and what additional steps or follow-up may be taken. The Commission will inform both parties involved in the complaint.

If you have additional questions about the complaint process, or want to clarify that your individual complaint is reviewable by the Commission, please feel free to contact [complaints@che.in.gov](mailto:complaints@che.in.gov).

State	Complaint Link
AZ	<a href="https://ppse.az.gov/content/student-complaint-procedure">https://ppse.az.gov/content/student-complaint-procedure</a>
CA	<a href="https://www.bppe.ca.gov/enforcement/complaint.shtml">https://www.bppe.ca.gov/enforcement/complaint.shtml</a>
CO	<a href="https://highered.colorado.gov/filing-student-complaint">https://highered.colorado.gov/filing-student-complaint</a>
FL	<a href="http://www.fldoe.org/policy/cie/file-a-complaint.stml">http://www.fldoe.org/policy/cie/file-a-complaint.stml</a>
GA	<a href="https://gnpec.georgia.gov/student-resources/student-complaints">https://gnpec.georgia.gov/student-resources/student-complaints</a>
IL	<a href="http://complaints.ibhe.org/">http://complaints.ibhe.org/</a>
IN	<a href="https://www.in.gov/che/2744.htm">https://www.in.gov/che/2744.htm</a>
KS	<a href="https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process">https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process</a>
LA	<a href="https://regents.la.gov/students-parents/student-complaint-process/">https://regents.la.gov/students-parents/student-complaint-process/</a>
MA	<a href="https://www.mass.edu/foradmin/sara/complaints.asp">https://www.mass.edu/foradmin/sara/complaints.asp</a>
MI	<a href="https://www.michigan.gov/lara/0,4601,7-154-89334_61343_35395_35396---,00.html">https://www.michigan.gov/lara/0,4601,7-154-89334_61343_35395_35396---,00.html</a>
MO	<a href="https://dhewd.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf">https://dhewd.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf</a>
PA	<a href="https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx">https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx</a>
TN	<a href="https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html">https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html</a>
TX	<a href="http://www.thecb.state.tx.us/links/student-complaints/">http://www.thecb.state.tx.us/links/student-complaints/</a>
WI	<a href="https://dsps.wi.gov/pages/SelfService/FileAComplaint.aspx">https://dsps.wi.gov/pages/SelfService/FileAComplaint.aspx</a>