State Complaint Contact List

For any student who made a complaint regarding distance education at NYCC and is unsatisfied with the outcome of NYCC’s internal complaint process, the resolution (except for complaints about grades or student conduct violations) may be appealed to the following entity:

**New York State Portal Entity Contact:**

Owen Donovan, PhD  
Supervisor, Higher Education Programs  
New York State Education Department  
89 Washington Avenue  
Albany, NY 12234  
518.474.1551  
IHEauthorize@nysed.gov

For students who reside in the following states, and wish to appeal NYCC’s complaint resolution, please follow the link below to the individual state complaint processes.

**California**  
California Bureau of Private Postsecondary Education  
P.O. Box 980818  
W. Sacramento, CA 95798-0818  
Email: bppe@dca.ca.gov  
Consumer Complaint Information

**Florida**  
Florida Commission on Independent Education  
325 W. Gaines Street Suite 1414  
Tallahassee, FL 32399  
Email: commissioner@fldoe.org  
Consumer Complaint Information

**Massachusetts**  
Massachusetts Board of Higher Education  
One Ashburton Place, Room 1401  
Boston, MA 02108  
Consumer Complaint Information

**Military Personnel**  
Consumer Complaint Information