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:**

Emily Sutherland  
Supervisor of 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 state, and wish to appeal NYCC’s complaint resolution, please follow the link below to the individual state complaint processes.**

**California**  
Consumer Complaint Information  
California Department of Consumer Affairs  
Consumer Information Center  
1625 North Market Blvd., Suite N-112  
Sacramento, CA 95834  
(833) 942-1120  
Email: dca@dca.ca.gov

**Military Personnel**  
Consumer Complaint Information