

Bureau for Private Postsecondary Education Process for Filing a Complaint

The following disclosure about the student complaint process is required by the Bureau for Private Postsecondary Education

How to File a Complaint

Most consumers receive a quality education and have a generally positive experience from attending an approved private postsecondary educational institution (institution). However, in the event a consumer believes an institution's administrative processes or educational programs are compromised and not up to the required minimum standards, the Bureau should be notified. A complaint may be filed by writing (Complaint Form) or calling the Bureau's Enforcement Section at the following address and telephone number:

Bureau for Private Postsecondary Education
2535 Capitol Oaks Drive, Suite 400
Sacramento, CA 95833
Telephone: (916) 431-6959
FAX: (916) 263-1897

An alternative avenue for filing a Complaint is to utilize the California Department of Consumer Affairs' (DCA) online Complaint Form ([On-line Complaint Form](#)). The DCA will forward the On-line Complaint to the Bureau.

- [Print and File Complaint Form](#)
- [On-line Complaint Form](#)

WHO MAY FILE A COMPLAINT

Anyone may file a complaint if they believe an approved institution has violated the laws governing the institution's operation. Complaints are most often received from students, their families, other members of the private postsecondary education industry, law enforcement agencies, and other regulatory agencies.