

## Consumer Complaints

In accordance with Department of Education regulations, the Rhode Island Department of Attorney General has established the following complaint process related to receiving and resolving complaints.

Complaints alleging violations of state consumer protection laws (e.g., laws related to fraud or false advertising) will be referred to the Consumer Protection Unit within the Department of Attorney General and shall be reviewed and handled by that Unit. Complaints alleging violations of state laws or rules related to approval to operate or licensure of postsecondary institutions will be referred to the appropriate Division within the Department of Attorney General and shall be reviewed and handled by that Division. Complaints related to quality of education or accreditation requirements shall be referred either to the New England Association of Schools and Colleges (NEASC), the entity with primary responsibility for accreditation of Rhode Island institutions of higher education, or a specialized accreditor with oversight of particular programs.

Contact the Attorney General's Office

By phone: General Helpline (401) 274-4400

By mail: Office of the Attorney General, 150 South Main Street, Providence, RI 02903

Online: <http://www.riag.ri.gov/contact/>