The list below provides contact information of the State official/agency that could handle a student’s complaint in those states/territories NOT participating in the State Authorization Reciprocity Agreement (NC-SARA).

Before contacting the State agency, the student must first exhaust the University’s internal grievance or complaint procedures posted on the University’s website.

<table>
<thead>
<tr>
<th>STATE</th>
<th>Contact Information</th>
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</table>
| **California**                             | California Department of Consumer Affairs  
Consumer Information Center  
1625 North Market Blvd., Suite N-112  
Sacramento, CA  95834  
Telephone: (833) 942-1120  
Email: dca@dca.ca.gov  
Website: [https://www.dca.ca.gov/consumers/complaints/oos_students.shtml](https://www.dca.ca.gov/consumers/complaints/oos_students.shtml) |
| **TERRITORY**                              |                                                                                                                                                      |
| **American Samoa**                         | Department of Protection and Advocacy  
Attn: Dr. L Tagoilelagi  
Executive Office Building, Pago Pago, American Samoa 96799  
Telephone: (684) 633-2441  
Fax: (684) 633-7286  
[http://advocacy@americansamoagov](http://advocacy@americansamoagov) |
| **Commonwealth of Northern Marianas Islands** | State Higher Education Agency, Northern Marianas College  
Attn: Dr. Carmen Fernandez, President  
POB 501250, Saipan MP 96950-1250  
Telephone: (670) 234-5498 Ext. 1000  
Office of Attorney General  
Edward T Buckingham  
Juan A Sablan Memorial Bldg, Capital Hill,  
Caller Box 10007, Saipan, MP 96950  
[http://gov.mp](http://gov.mp) |
| **Guam**                                   | Office of the Attorney General  
287 West O’Brien Drive, Hagåtña, GUAM 96910  
Telephone: (671) 475-3324, ext. 171  
Fax: (671) 472-2493  
| **Republic of the Marshall Islands**       | Republic of the Marshall Islands  
Ministry of Education  
P.O. Box 3  
Majuro, MH 96960  
Telephone: (692) 625-5261  
Scholarship Grant and Loan Board  
P.O. Box 1436  
Majuro, MH 96960 |
| Republic of Palau | Republic of Palau – Ministry of Education  
P.O. Box 189, Koror, Republic of Palau 96940  
Telephone: (680) 767-2403  

Palau Community College  
Office of the President, Board of Trustees  
P.O. Box 9, Koror, Republic of Palau 96940  
Telephone: (680) 488-2470  
http://pcc.palau.edu/ |