



Yellow Ribbon Reintegration Program

*For Those Who Serve and Those Who Support*SM

GI BILL BENEFITS HOTLINE¹

The following resource provides awareness of the Veterans Affairs (VA)/Department of Defense (DoD) web portal, an avenue to report negative experiences with educational institutions to help the Federal government ensure high quality academic and student support services for Service Members. GI Bill recipients can submit a complaint if he or she believes an educational institution is using unfair recruiting practices, credit transfer, or change in degree requirements.

¹ Adopted from <http://www.defense.gov/Releases/Release.aspx?ReleaseID=16511> and http://www.militaryonesource.mil/voluntary-education?content_id=274604; Last Updated January 2014

IMMEDIATE RELEASE

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Federal Agencies Partner to Protect Veterans, Service Members and Their Families Using GI Bill Education Benefits, Launch New Online Complaint System

New Online Complaint System Empowers Students, Strengthens Enforcement

The Departments of Veterans Affairs, Defense, Education and Justice, along with the Consumer Financial Protection Bureau and the Federal Trade Commission announced today the launch of a new online complaint system designed to collect feedback from veterans, service members and their families who are experiencing problems with educational institutions receiving funding from federal military and veterans educational benefits programs, including benefits programs provided by the Post-9/11 GI Bill and the DOD Military Tuition Assistance Program.

The centralized online reporting system is designed for veterans, service members and eligible dependents to report negative experiences with educational institutions; and gives the federal government the information needed to identify and address unfair, deceptive, and misleading practices and ensure high quality academic and student support services are available for veterans, service members, and their families.

"The online complaint system empowers veterans and their dependents and provides them a direct line to VA and our partner agencies," said Allison A. Hickey, Under Secretary for Benefits, Department of Veterans Affairs. "The feedback we receive from veterans, service members and their families will help us strengthen enforcement of the 'Principles of Excellence' for institutions of higher learning serving veterans and their families to ensure students are receiving the education benefits they have earned and deserve."

"Our service members and their families now have an easier and efficient way to provide feedback on their civilian educational experiences, which will ensure we have the right information to identify and address any negative practices," said Acting Under Secretary of Defense for Personnel and Readiness Jessica Wright.

Students can submit a complaint if they believe their school is failing to follow the Principles of Excellence, (i.e. unfair recruiting practices, credit transfer or change in degree requirements) through the centralized online reporting system accessed via the [Department of Defense](#) and [GI Bill](#) websites. When feedback is received, agencies will contact the school on behalf of the student and work toward a resolution. Complaints and their resolution will be forwarded to the Federal Trade Commission Consumer Sentinel Network, accessible by over 650 federal, state and local law enforcement agencies for use in enhancing and coordinating law enforcement investigations.

Executive Order 13607, signed April 27, 2012, addresses reports of unfair, deceptive or misleading behavior toward veterans, service members and their families pursuing higher education and directs agencies to establish, implement and promote compliance with "Principles of Excellence" for educational institutions receiving funding from federal military and veterans educational benefits programs for America's veterans, service members and eligible dependents, including preventing abusive and deceptive recruiting practices. The new online complaint system is one of a range of tools being implemented by the federal government to ensure that service members, veterans and eligible dependents have access to meaningful information about the cost and quality of educational institutions.



Postsecondary Education Complaint System

Who should submit a complaint?

If you or your family member receives tuition assistance or is a Military Spouse Career Advancement Accounts Scholarship recipient, you are encouraged to submit feedback here.

If you are not using TA or MyCAA education benefits, please submit your complaint to the appropriate agency:

- Montgomery or Post 9/11 GI Bill® - [Department of Veterans Affairs](#)
- Federal financial aid, for example Pell Grants and federal loans - [Department of Education](#)
- Private student loans - [Consumer Financial Protection Bureau](#)

When to submit a complaint

You may submit a complaint if your school is failing to follow the [Principles of Excellence](#). This initiative is designed to empower you and your family members to report misleading or unfair actions by education institutions. Examples of education related issues may include, but are not limited to, misrepresentation or deceptive actions concerning multiple unsolicited phone calls or emails used as a high-pressure recruitment tactic, false representation about degree programs, misleading statements regarding accreditation or promoting costly private or institutional loans. The types of complaints DoD will review include the following:

Recruiting and marketing practices	Quality of education
Accreditation	Grade policy
Financial issues (for example, tuition and fee charges)	Release of transcripts
Student loans	Transfer of credits
Post-graduation job opportunities	Refund or collection issues
Change in degree plan and requirements	Other

If you are experiencing issues specific to your TA or MyCAA education benefit, for example, eligibility, application/request form or payment, please direct them to your DoD military service education representative.

How to submit a complaint

If you are using TA or MyCAA education benefits, please click the Submit a Complaint button below to file your complaint.



After submitting a complaint

The process and subsequent actions after a complaint is submitted include the following steps.

- 1. Student submits a complaint.** Upon submission of a complaint about an issue with a school, you will receive status updates via the email address you provided when you submitted the complaint.
- 2. DoD and the military service review school complaints.** Complaints will be sent to your DoD military service education representative for review. The education representative will work with your school and provides you with a response to your complaint. If they determine another government agency would be better able to assist, we will forward your complaint to them and provide you an update. Please note that all verified complaints will be submitted for the record to the Federal Trade Commission's Consumer Sentinel Network.
- 3. DoD, military service and the school respond to the complaint.** As your complaint is being reviewed, the DoD/military service education representative will communicate with you as needed and, with feedback from the school, will prepare a response to your complaint.
- 4. Student receives a complaint response.** Upon completion of the school's response, you will receive a case closure notification via the email address you provided when you submitted the complaint.
- 5. DoD will follow up on the complaint.** Complaint data is shared with state and federal law enforcement agencies as necessary. Complaints tell us about practices that may pose risks to students. If we need more information, we'll contact you.