

# ONLINE ACADEMIC COMPLAINT SYSTEM (REV 7/14)

Have you made numerous attempts to have a problem resolved at your school via your academic advisor, course professor, or other institutional personnel, only to be ignored, mistreated, or disregarded? If so, another option is available to you.

On January 30, 2013, the Department of Defense (DoD) launched, by Presidential Executive Order, the "**Postsecondary Education Complaint System**" (PECS), a centralized online reporting system for service members and their families to use in reporting academic problems with educational institutions. Agency partners, including the Departments of Veterans Affairs and Education, are also launching online feedback tools providing a centralized system for veterans, service members, and eligible family members to file academic complaints.

Examples of education-related complaints include misrepresentation or deceptive practices regarding private or institutional loans, high-pressure recruitment tactics, false representation regarding degree programs, and misleading statements involving institutional accreditation. Military personnel utilizing Tuition Assistance (TA), or Military Spouse Career Advancement Accounts (MyCAA), may submit a formal complaint if they believe their school is failing to follow the "Principles of Excellence" guidelines. To register your complaint go to [http://www.militaryonesource.mil/voluntary-education?content\\_id=274604](http://www.militaryonesource.mil/voluntary-education?content_id=274604)

Once filed, PECS personnel will contact both parties (student and school) to ensure they fully understand the issues and concerns raised.

All verified cases will be submitted to the Federal Trade Commission's Consumer Sentinel Network. Appropriate cases will be referred to the Department of Justice and/or Consumer Financial Protection Bureau. Similarly, feedback by GI Bill recipients may be submitted at [www.benefits.va.gov/gibill/feedback.asp](http://www.benefits.va.gov/gibill/feedback.asp). Feedback by federal financial aid recipients may be sent to [Compliancecomplaints@ed.gov](mailto:Compliancecomplaints@ed.gov).

