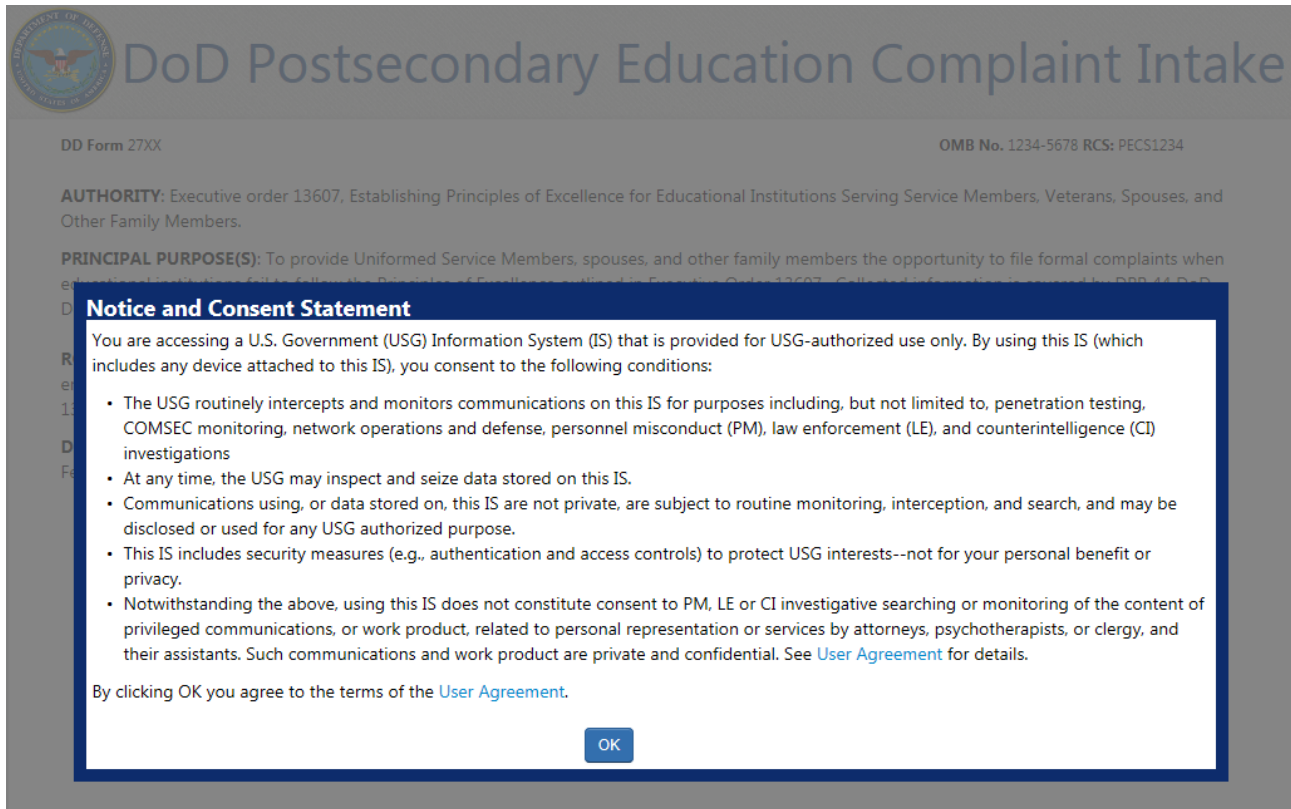


1. Prior to accessing the online Complaint Intake the user will be presented with the Notice and Consent Statement and must agree to the terms of the User Agreement .



The screenshot shows a dialog box titled "Notice and Consent Statement" with a blue border. At the top left is the Department of Defense seal. The header reads "DoD Postsecondary Education Complaint Intake". Below the header, it says "DD Form 27XX" and "OMB No. 1234-5678 RCS: PECS1234". The text states: "You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using this IS (which includes any device attached to this IS), you consent to the following conditions:" followed by a bulleted list of terms. At the bottom, it says "By clicking OK you agree to the terms of the [User Agreement](#)." and there is an "OK" button.

**DoD Postsecondary Education Complaint Intake**

DD Form 27XX OMB No. 1234-5678 RCS: PECS1234

**AUTHORITY:** Executive order 13607, Establishing Principles of Excellence for Educational Institutions Serving Service Members, Veterans, Spouses, and Other Family Members.

**PRINCIPAL PURPOSE(S):** To provide Uniformed Service Members, spouses, and other family members the opportunity to file formal complaints when educational institutions fail to follow the Principles of Excellence outlined in Executive Order 13607. Collected information is covered by DPR 44 DoD, DoD Postsecondary Education Complaint System (PECS).

**Notice and Consent Statement**

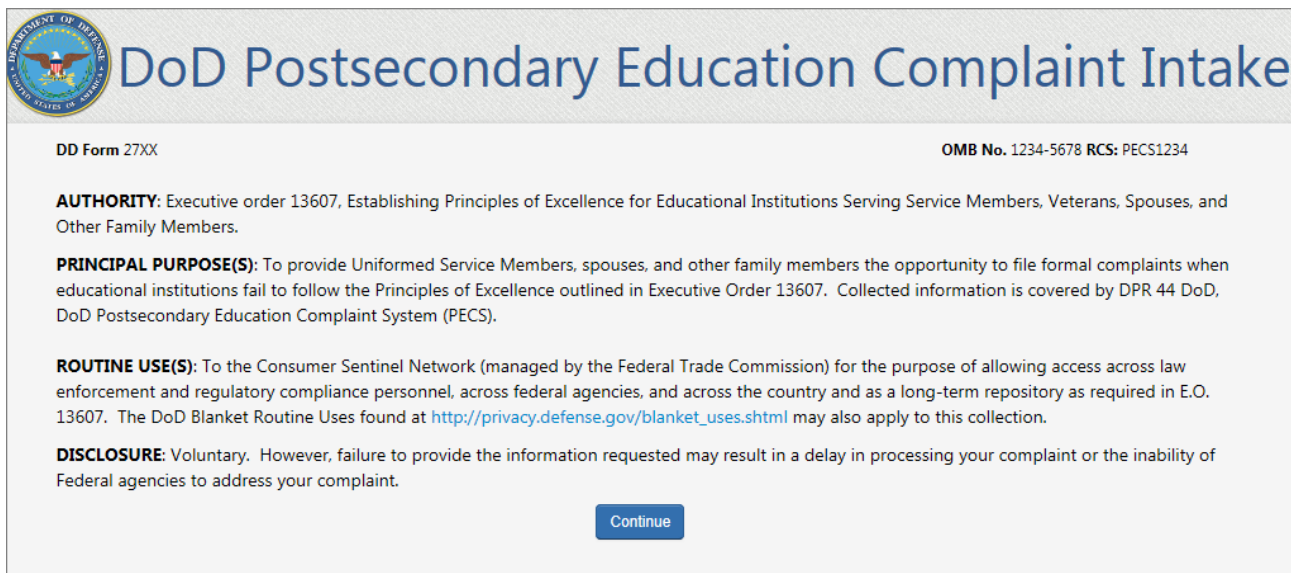
You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See [User Agreement](#) for details.

By clicking OK you agree to the terms of the [User Agreement](#).

OK

2. After agreeing to the Notice and Consent Statement the Privacy Act Statement (PAS) is displayed.



The screenshot shows the Privacy Act Statement (PAS) page. At the top left is the Department of Defense seal. The header reads "DoD Postsecondary Education Complaint Intake". Below the header, it says "DD Form 27XX" and "OMB No. 1234-5678 RCS: PECS1234". The text provides details about the authority, principal purpose, routine use, and disclosure of the information collected.

**DoD Postsecondary Education Complaint Intake**

DD Form 27XX OMB No. 1234-5678 RCS: PECS1234

**AUTHORITY:** Executive order 13607, Establishing Principles of Excellence for Educational Institutions Serving Service Members, Veterans, Spouses, and Other Family Members.

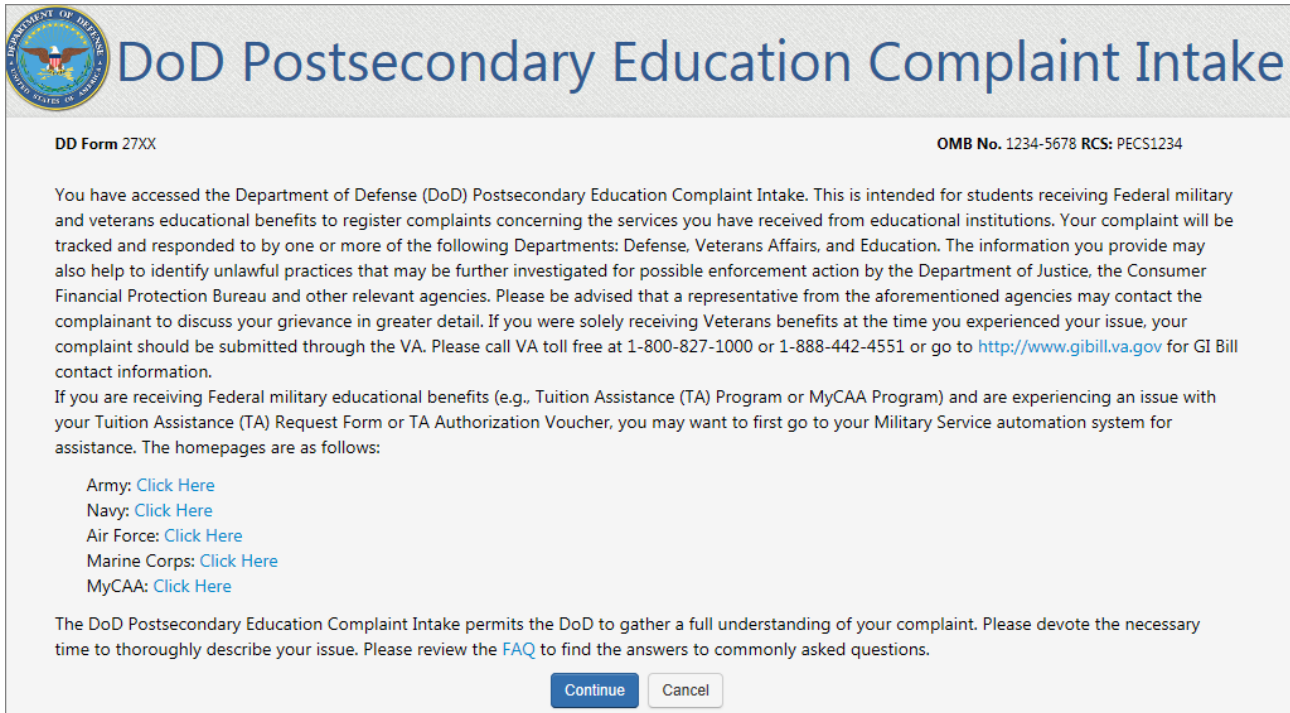
**PRINCIPAL PURPOSE(S):** To provide Uniformed Service Members, spouses, and other family members the opportunity to file formal complaints when educational institutions fail to follow the Principles of Excellence outlined in Executive Order 13607. Collected information is covered by DPR 44 DoD, DoD Postsecondary Education Complaint System (PECS).

**ROUTINE USE(S):** To the Consumer Sentinel Network (managed by the Federal Trade Commission) for the purpose of allowing access across law enforcement and regulatory compliance personnel, across federal agencies, and across the country and as a long-term repository as required in E.O. 13607. The DoD Blanket Routine Uses found at [http://privacy.defense.gov/blanket\\_uses.shtml](http://privacy.defense.gov/blanket_uses.shtml) may also apply to this collection.

**DISCLOSURE:** Voluntary. However, failure to provide the information requested may result in a delay in processing your complaint or the inability of Federal agencies to address your complaint.

Continue

3. After clicking the Continue button on the PAS page the online Complaint Intake landing page is displayed.



The image shows the landing page for the DoD Postsecondary Education Complaint Intake. At the top left is the Department of Defense seal. The title "DoD Postsecondary Education Complaint Intake" is prominently displayed in blue. Below the title, it identifies the form as "DD Form 27XX" and provides the OMB No. 1234-5678 RCS: PECS1234. The main body of text explains the purpose of the intake, which is to allow students receiving federal military and veterans educational benefits to register complaints. It lists the departments involved (Defense, Veterans Affairs, Education) and the agencies that may investigate (Department of Justice, Consumer Financial Protection Bureau). It also provides contact information for GI Bill assistance. Below this, there are links for "Army", "Navy", "Air Force", "Marine Corps", and "MyCAA". At the bottom, there is a "Continue" button and a "Cancel" button.

**DD Form 27XX** **OMB No. 1234-5678 RCS: PECS1234**

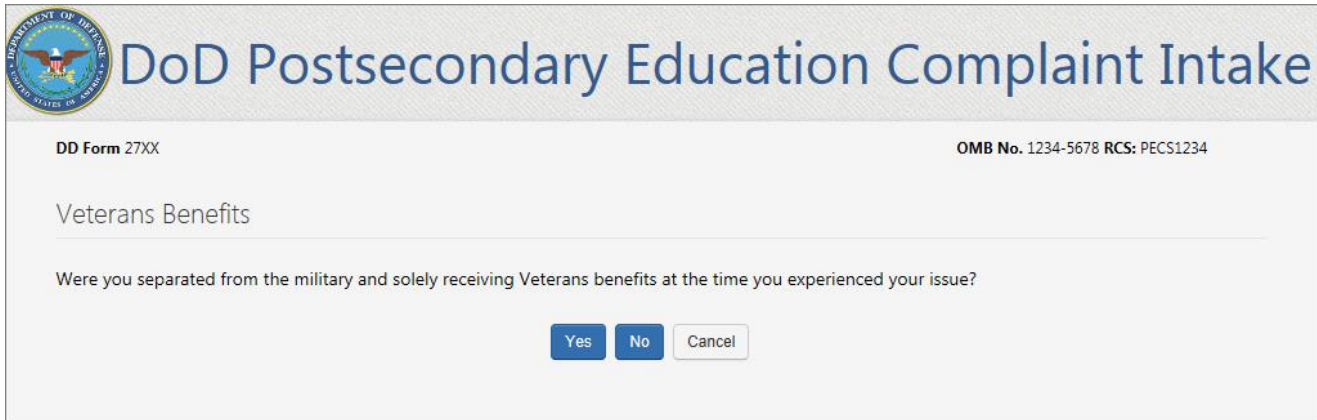
You have accessed the Department of Defense (DoD) Postsecondary Education Complaint Intake. This is intended for students receiving Federal military and veterans educational benefits to register complaints concerning the services you have received from educational institutions. Your complaint will be tracked and responded to by one or more of the following Departments: Defense, Veterans Affairs, and Education. The information you provide may also help to identify unlawful practices that may be further investigated for possible enforcement action by the Department of Justice, the Consumer Financial Protection Bureau and other relevant agencies. Please be advised that a representative from the aforementioned agencies may contact the complainant to discuss your grievance in greater detail. If you were solely receiving Veterans benefits at the time you experienced your issue, your complaint should be submitted through the VA. Please call VA toll free at 1-800-827-1000 or 1-888-442-4551 or go to <http://www.gibill.va.gov> for GI Bill contact information.

If you are receiving Federal military educational benefits (e.g., Tuition Assistance (TA) Program or MyCAA Program) and are experiencing an issue with your Tuition Assistance (TA) Request Form or TA Authorization Voucher, you may want to first go to your Military Service automation system for assistance. The homepages are as follows:

- Army: [Click Here](#)
- Navy: [Click Here](#)
- Air Force: [Click Here](#)
- Marine Corps: [Click Here](#)
- MyCAA: [Click Here](#)

The DoD Postsecondary Education Complaint Intake permits the DoD to gather a full understanding of your complaint. Please devote the necessary time to thoroughly describe your issue. Please review the [FAQ](#) to find the answers to commonly asked questions.

4. Following the PAS page, the Complaint Intake will ask if the student was separated from the military and solely receiving VA benefits at the time they experienced their issue.



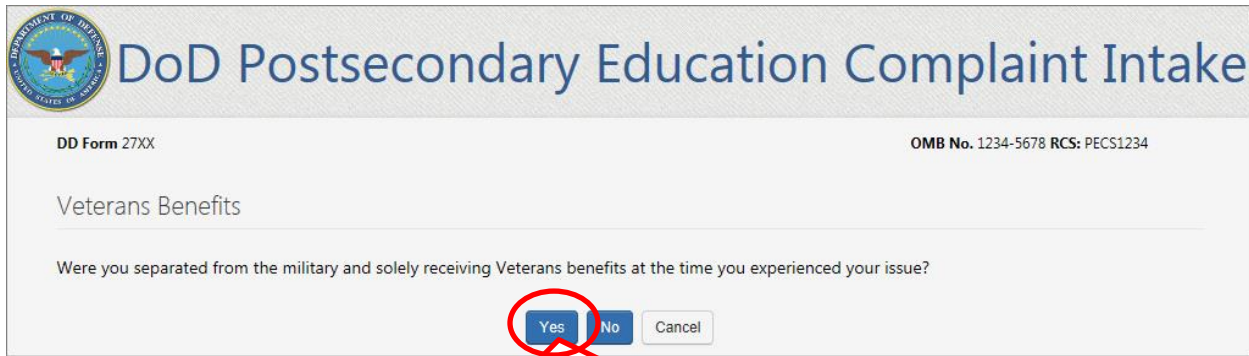
The image shows a question screen within the DoD Postsecondary Education Complaint Intake. It features the same header as the previous screen, including the Department of Defense seal and the title "DoD Postsecondary Education Complaint Intake". Below the header, it identifies the form as "DD Form 27XX" and provides the OMB No. 1234-5678 RCS: PECS1234. The main content area is titled "Veterans Benefits" and contains a question: "Were you separated from the military and solely receiving Veterans benefits at the time you experienced your issue?". At the bottom, there are three buttons: "Yes", "No", and "Cancel".

**DD Form 27XX** **OMB No. 1234-5678 RCS: PECS1234**

Veterans Benefits

Were you separated from the military and solely receiving Veterans benefits at the time you experienced your issue?

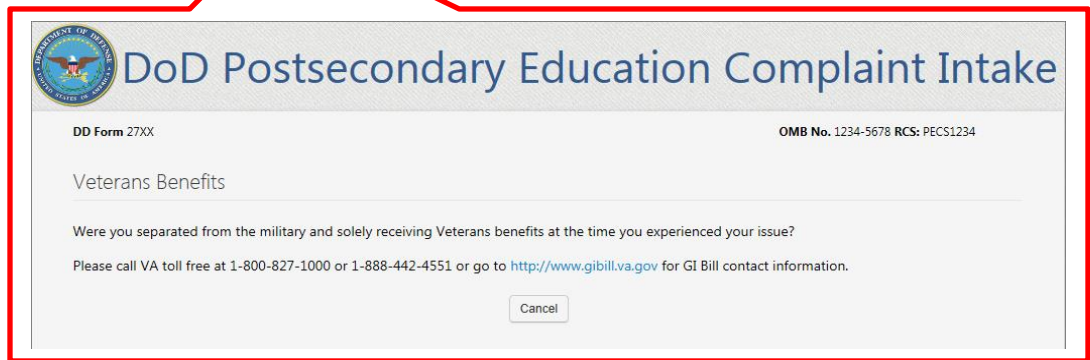
5. Complainant will be directed to Veterans Affairs if they indicate they were separated from the military and solely receiving VA benefits at the time they experienced their issue.



DD Form 27XX OMB No. 1234-5678 RCS: PECS1234

Veterans Benefits

Were you separated from the military and solely receiving Veterans benefits at the time you experienced your issue?



DD Form 27XX OMB No. 1234-5678 RCS: PECS1234

Veterans Benefits

Were you separated from the military and solely receiving Veterans benefits at the time you experienced your issue?

Please call VA toll free at 1-800-827-1000 or 1-888-442-4551 or go to <http://www.gibill.va.gov> for GI Bill contact information.

**PAGE ONE OF THE ONLINE COMPLAINT INTAKE**

- 6. Complainant will access page one of the online Complaint Intake upon answering “No” to the Veterans Benefits question.

**User selects “I am filing on behalf of myself”**

**DoD Postsecondary Education Complaint Intake**

DD Form 27XX OMB No. 1234-5678 RCS: PECS1234

1 Contact 2 Complainant 3 Complaint 4 Education

**Filing Information**

I am filing on behalf of \*  
 Myself  Someone Else

**Your Contact Information**

Pay Grade / Salutation \* First Name \* Last Name \*  
-- Select -- [Text Box] [Text Box]

Street 1 [Text Box]

Street 2 [Text Box]

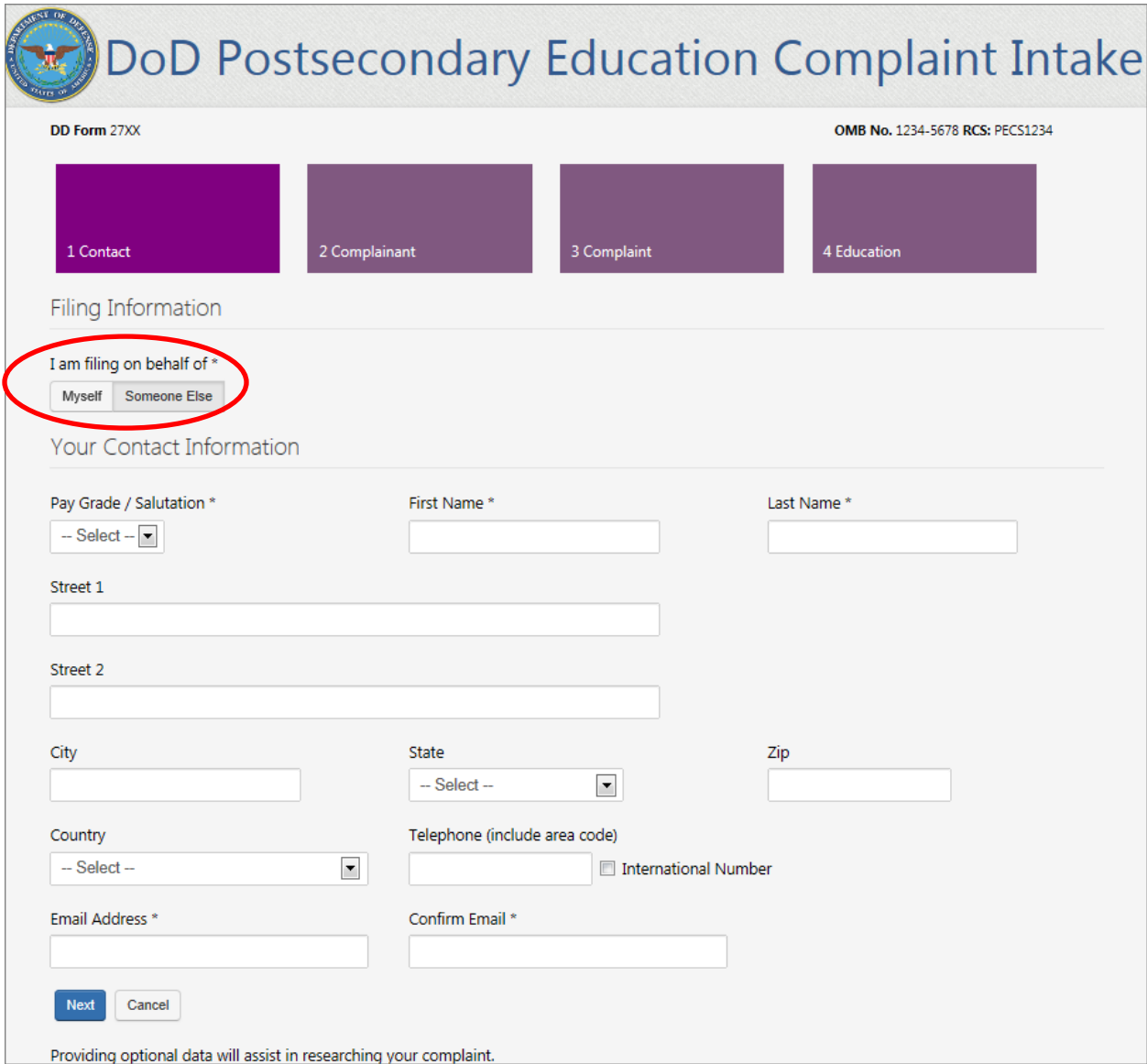
City State Zip  
[Text Box] -- Select -- [Text Box]

Country Telephone (include area code)  
-- Select -- [Text Box]  International Number

Email Address \* Confirm Email \*  
[Text Box] [Text Box]

Providing optional data will assist in researching your complaint.

User selects "I am filing on behalf of Someone Else"



The image shows a web form titled "DoD Postsecondary Education Complaint Intake". At the top left is the Department of Defense seal. The header includes "DD Form 27XX" and "OMB No. 1234-5678 RCS: PECS1234". Below the header are four purple boxes labeled "1 Contact", "2 Complainant", "3 Complaint", and "4 Education". The "Filing Information" section contains a red circle around the text "I am filing on behalf of \*" with two buttons: "Myself" and "Someone Else". The "Your Contact Information" section includes fields for "Pay Grade / Salutation \*", "First Name \*", "Last Name \*", "Street 1", "Street 2", "City", "State", "Zip", "Country", "Telephone (include area code)", "Email Address \*", and "Confirm Email \*". There are "Next" and "Cancel" buttons at the bottom. A note at the bottom states "Providing optional data will assist in researching your complaint."

DD Form 27XX OMB No. 1234-5678 RCS: PECS1234

1 Contact 2 Complainant 3 Complaint 4 Education

Filing Information

I am filing on behalf of \*  
Myself Someone Else

Your Contact Information

Pay Grade / Salutation \* First Name \* Last Name \*  
-- Select --

Street 1

Street 2

City State Zip  
-- Select --

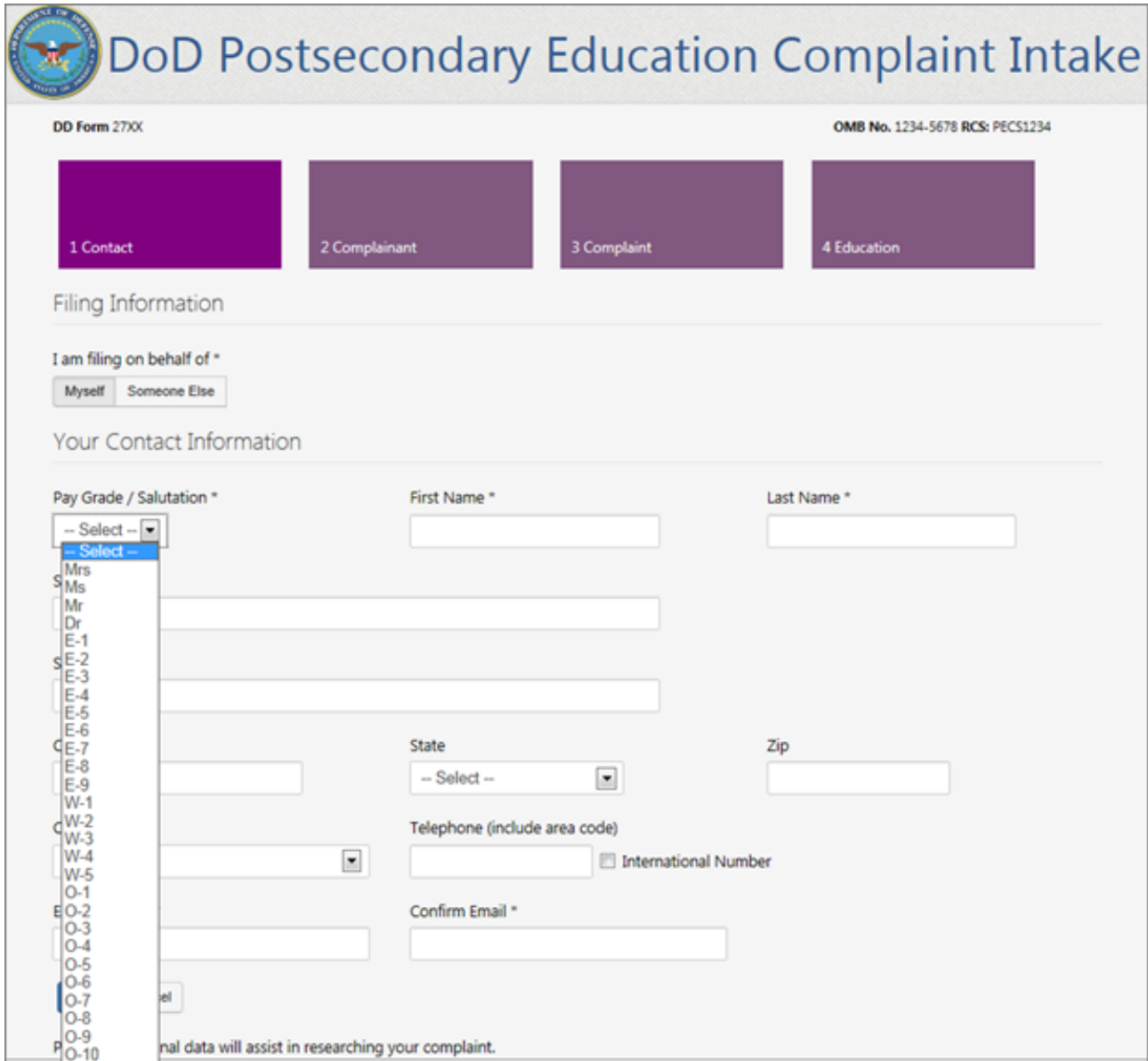
Country Telephone (include area code)  
-- Select -- International Number

Email Address \* Confirm Email \*

Next Cancel

Providing optional data will assist in researching your complaint.

7. Page one of the online Complaint Intake (Pay Grade/Salutation dropdown options):



The image shows the first page of the DoD Postsecondary Education Complaint Intake form. At the top left is the Department of Defense seal. The title "DoD Postsecondary Education Complaint Intake" is prominently displayed. Below the title, it identifies the form as "DD Form 27XX" and provides the OMB number "1234-5678 RCS: PECS1234". A progress bar consists of four purple boxes labeled "1 Contact", "2 Complainant", "3 Complaint", and "4 Education".

The "Filing Information" section includes a question "I am filing on behalf of \*" with two radio button options: "Myself" and "Someone Else".

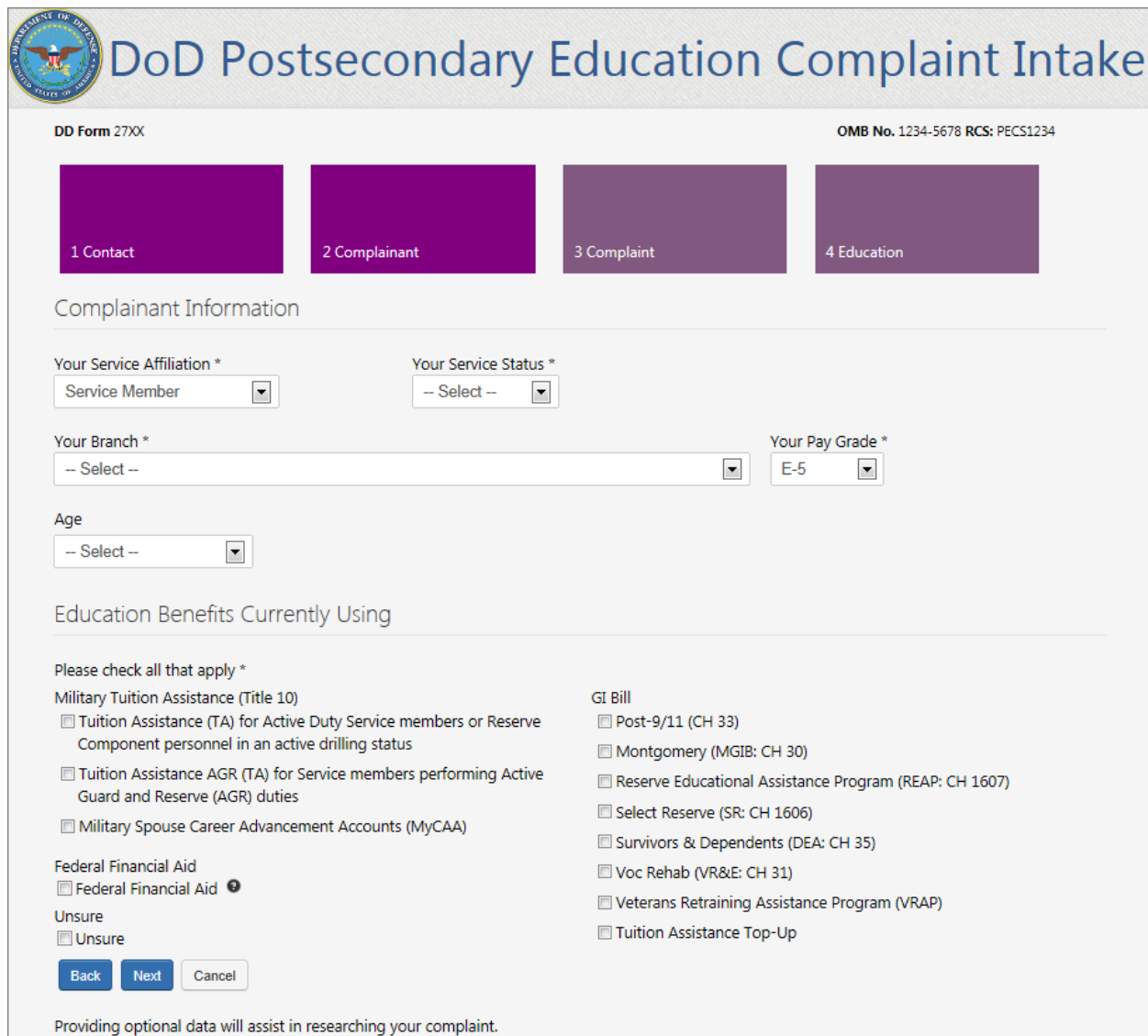
The "Your Contact Information" section contains several fields: "Pay Grade / Salutation \*" with a dropdown menu showing options from "Mrs" to "P/O-10"; "First Name \*" and "Last Name \*" text boxes; "State" and "Zip" dropdown menus; "Telephone (include area code)" text box with an "International Number" checkbox; and "Confirm Email \*" text box. A note at the bottom states "Personal data will assist in researching your complaint."


## PAGE TWO OF THE ONLINE COMPLAINT INTAKE

The Complainant Information field labels are dynamic and update when a user files a complaint on behalf of someone else. Labels update from “Your”, when a user is filing on behalf of themselves, to “Complainant’s” when filing on behalf of someone else.

8. Page two of the online Complaint Intake (“Service Member” is selected as the Service Affiliation)

“I am filing on behalf of myself” selected on page one.



 **DoD Postsecondary Education Complaint Intake**

DD Form 27XX OMB No. 1234-5678 RCS: PECS1234

1 Contact    2 Complainant    3 Complaint    4 Education

### Complainant Information

Your Service Affiliation \*     Your Service Status \*

Your Branch \*     Your Pay Grade \*

Age

### Education Benefits Currently Using

Please check all that apply \*

<input type="checkbox"/> Military Tuition Assistance (Title 10) <input type="checkbox"/> Tuition Assistance (TA) for Active Duty Service members or Reserve Component personnel in an active drilling status <input type="checkbox"/> Tuition Assistance AGR (TA) for Service members performing Active Guard and Reserve (AGR) duties <input type="checkbox"/> Military Spouse Career Advancement Accounts (MyCAA)	<input type="checkbox"/> GI Bill <input type="checkbox"/> Post-9/11 (CH 33) <input type="checkbox"/> Montgomery (MGIB: CH 30) <input type="checkbox"/> Reserve Educational Assistance Program (REAP: CH 1607) <input type="checkbox"/> Select Reserve (SR: CH 1606) <input type="checkbox"/> Survivors & Dependents (DEA: CH 35) <input type="checkbox"/> Voc Rehab (VR&E: CH 31) <input type="checkbox"/> Veterans Retraining Assistance Program (VRAP) <input type="checkbox"/> Tuition Assistance Top-Up
--	---

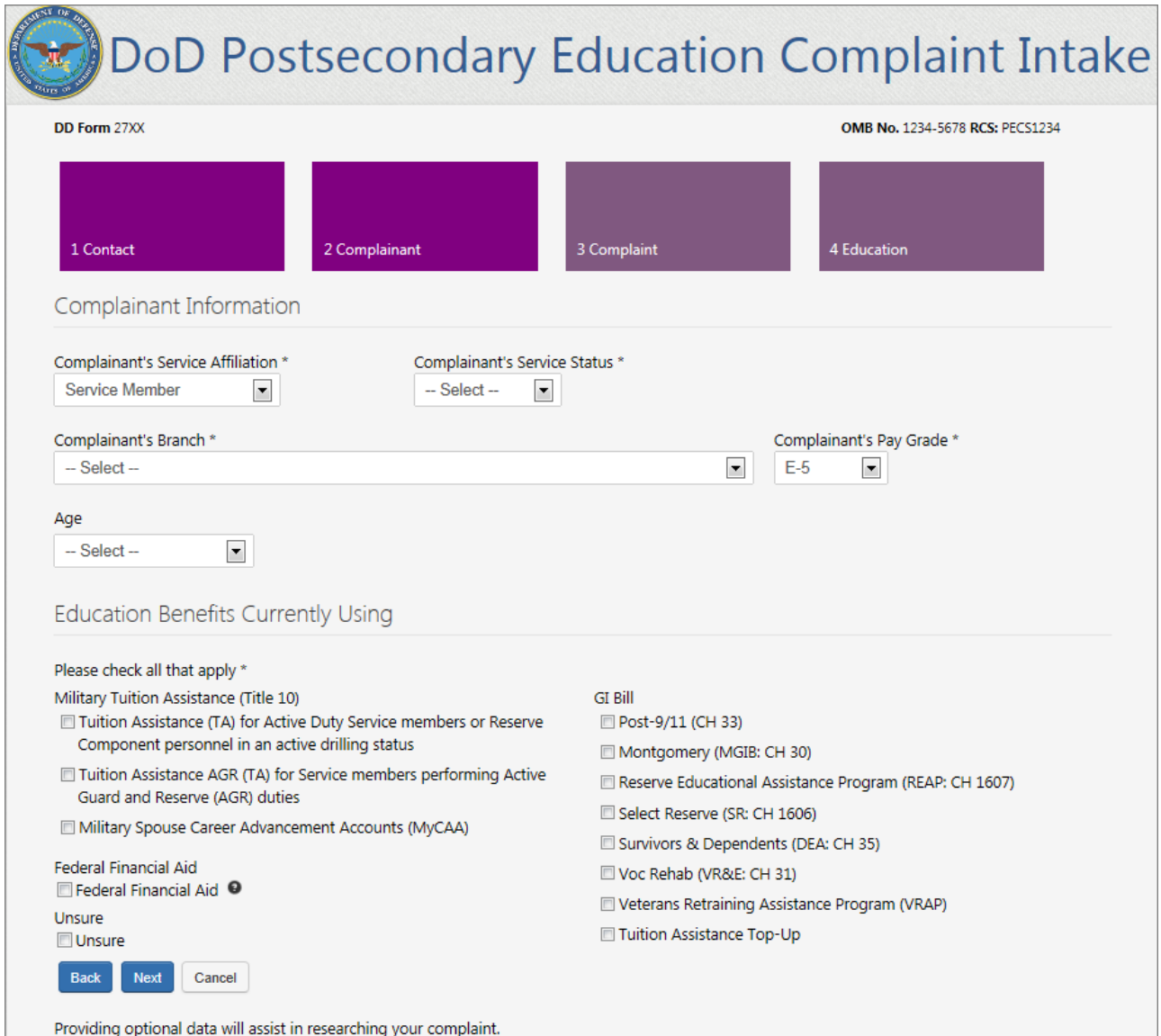
Federal Financial Aid  
 Federal Financial Aid ⓘ

Unsure  
 Unsure

Providing optional data will assist in researching your complaint.

8a. Page two of the online Complaint Intake (“Service Member” is selected as the Service Affiliation)

“I am filing on behalf of someone else” selected on page one.



The image shows a screenshot of the DoD Postsecondary Education Complaint Intake form. At the top left is the Department of Defense seal. The title "DoD Postsecondary Education Complaint Intake" is prominently displayed. Below the title, the form is identified as "DD Form 27XX" and "OMB No. 1234-5678 RCS: PECS1234". A progress bar at the top shows four steps: "1 Contact", "2 Complainant", "3 Complaint", and "4 Education", with "2 Complainant" being the current step. The "Complainant Information" section includes dropdown menus for "Complainant's Service Affiliation" (set to "Service Member"), "Complainant's Service Status" (set to "-- Select --"), "Complainant's Branch" (set to "-- Select --"), and "Complainant's Pay Grade" (set to "E-5"). There is also an "Age" dropdown menu set to "-- Select --". The "Education Benefits Currently Using" section asks the user to check all that apply from a list of options, including Military Tuition Assistance (Title 10), Federal Financial Aid, GI Bill, and various other programs. At the bottom, there are "Back", "Next", and "Cancel" buttons, and a note stating "Providing optional data will assist in researching your complaint."

DD Form 27XX OMB No. 1234-5678 RCS: PECS1234

1 Contact 2 Complainant 3 Complaint 4 Education

### Complainant Information

Complainant's Service Affiliation \*  
Service Member

Complainant's Service Status \*  
-- Select --

Complainant's Branch \*  
-- Select --

Complainant's Pay Grade \*  
E-5

Age  
-- Select --

### Education Benefits Currently Using

Please check all that apply \*

Military Tuition Assistance (Title 10)

- Tuition Assistance (TA) for Active Duty Service members or Reserve Component personnel in an active drilling status
- Tuition Assistance AGR (TA) for Service members performing Active Guard and Reserve (AGR) duties
- Military Spouse Career Advancement Accounts (MyCAA)

Federal Financial Aid

- Federal Financial Aid

Unsure

- Unsure

GI Bill

- Post-9/11 (CH 33)
- Montgomery (MGIB: CH 30)
- Reserve Educational Assistance Program (REAP: CH 1607)
- Select Reserve (SR: CH 1606)
- Survivors & Dependents (DEA: CH 35)
- Voc Rehab (VR&E: CH 31)
- Veterans Retraining Assistance Program (VRAP)
- Tuition Assistance Top-Up

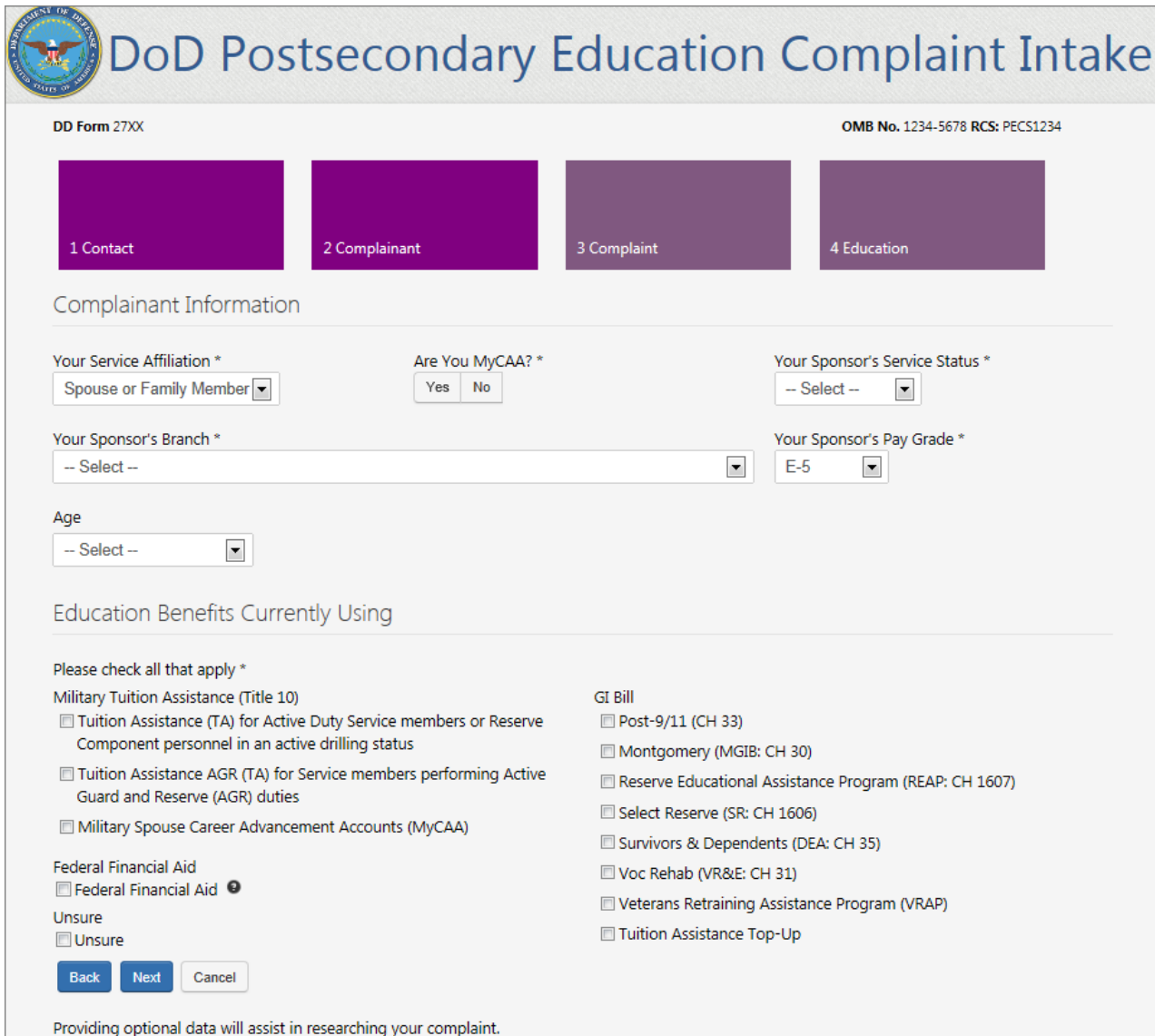
Back Next Cancel

Providing optional data will assist in researching your complaint.



8b. Page two of the online Complaint Intake (“Spouse or Family Member” selected as the Service Affiliation).

“I am filing on behalf of myself” selected on page one



The image shows a screenshot of the DoD Postsecondary Education Complaint Intake form. At the top left is the Department of Defense seal. The title is "DoD Postsecondary Education Complaint Intake". Below the title, it says "DD Form 27XX" and "OMB No. 1234-5678 RCS: PECS1234". There are four purple boxes representing steps: "1 Contact", "2 Complainant", "3 Complaint", and "4 Education". The "2 Complainant" step is highlighted. Below this is the "Complainant Information" section with several dropdown menus and checkboxes. The "Your Service Affiliation" dropdown is set to "Spouse or Family Member". "Are You MyCAA?" has "Yes" selected. "Your Sponsor's Service Status" is set to "-- Select --". "Your Sponsor's Branch" is set to "-- Select --". "Your Sponsor's Pay Grade" is set to "E-5". "Age" is set to "-- Select --". Below this is the "Education Benefits Currently Using" section with a list of checkboxes for various programs. At the bottom are "Back", "Next", and "Cancel" buttons, and a note: "Providing optional data will assist in researching your complaint."

DD Form 27XX OMB No. 1234-5678 RCS: PECS1234

1 Contact 2 Complainant 3 Complaint 4 Education

### Complainant Information

Your Service Affiliation \*  
Spouse or Family Member

Are You MyCAA? \*  
Yes No

Your Sponsor's Service Status \*  
-- Select --

Your Sponsor's Branch \*  
-- Select --

Your Sponsor's Pay Grade \*  
E-5

Age  
-- Select --

### Education Benefits Currently Using

Please check all that apply \*

**Military Tuition Assistance (Title 10)**

- Tuition Assistance (TA) for Active Duty Service members or Reserve Component personnel in an active drilling status
- Tuition Assistance AGR (TA) for Service members performing Active Guard and Reserve (AGR) duties
- Military Spouse Career Advancement Accounts (MyCAA)

**Federal Financial Aid**

- Federal Financial Aid

**Unsure**

- Unsure

**GI Bill**

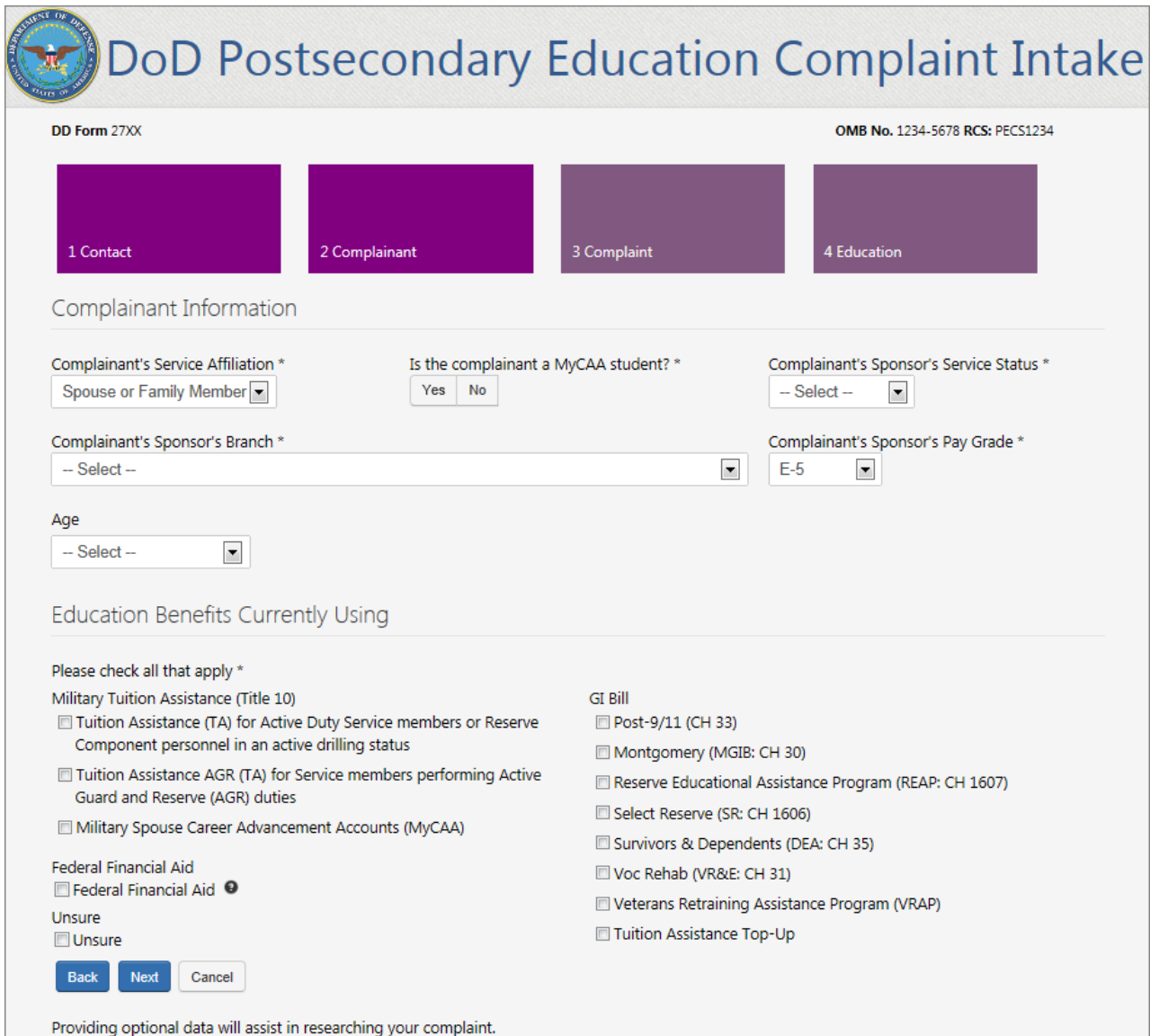
- Post-9/11 (CH 33)
- Montgomery (MGIB: CH 30)
- Reserve Educational Assistance Program (REAP: CH 1607)
- Select Reserve (SR: CH 1606)
- Survivors & Dependents (DEA: CH 35)
- Voc Rehab (VR&E: CH 31)
- Veterans Retraining Assistance Program (VRAP)
- Tuition Assistance Top-Up

Back Next Cancel

Providing optional data will assist in researching your complaint.

8c. Page two of the online Complaint Intake (“Spouse or Family Member” selected as the Service Affiliation).

“I am filing on behalf of someone else” selected on page one



The image shows a screenshot of the DoD Postsecondary Education Complaint Intake form. At the top left is the Department of Defense seal. The title is "DoD Postsecondary Education Complaint Intake". Below the title, it says "DD Form 27XX" and "OMB No. 1234-5678 RCS: PECS1234". There are four purple boxes representing steps: "1 Contact", "2 Complainant", "3 Complaint", and "4 Education". The "2 Complainant" step is highlighted. Below the steps is the "Complainant Information" section. It includes fields for "Complainant's Service Affiliation \*" (Spouse or Family Member), "Is the complainant a MyCAA student? \*" (Yes/No), "Complainant's Sponsor's Service Status \*" (-- Select --), "Complainant's Sponsor's Branch \*" (-- Select --), "Complainant's Sponsor's Pay Grade \*" (E-5), and "Age" (-- Select --). Below this is the "Education Benefits Currently Using" section. It asks to "Please check all that apply \*" and lists various benefits under "Military Tuition Assistance (Title 10)", "Federal Financial Aid", "Unsure", and "GI Bill". At the bottom are "Back", "Next", and "Cancel" buttons, and a note: "Providing optional data will assist in researching your complaint."

DoD Postsecondary Education Complaint Intake

DD Form 27XX OMB No. 1234-5678 RCS: PECS1234

1 Contact 2 Complainant 3 Complaint 4 Education

Complainant Information

Complainant's Service Affiliation \* Spouse or Family Member

Is the complainant a MyCAA student? \* Yes No

Complainant's Sponsor's Service Status \* -- Select --

Complainant's Sponsor's Branch \* -- Select --

Complainant's Sponsor's Pay Grade \* E-5

Age -- Select --

Education Benefits Currently Using

Please check all that apply \*

Military Tuition Assistance (Title 10)

- Tuition Assistance (TA) for Active Duty Service members or Reserve Component personnel in an active drilling status
- Tuition Assistance AGR (TA) for Service members performing Active Guard and Reserve (AGR) duties
- Military Spouse Career Advancement Accounts (MyCAA)

Federal Financial Aid

- Federal Financial Aid

Unsure

- Unsure

GI Bill

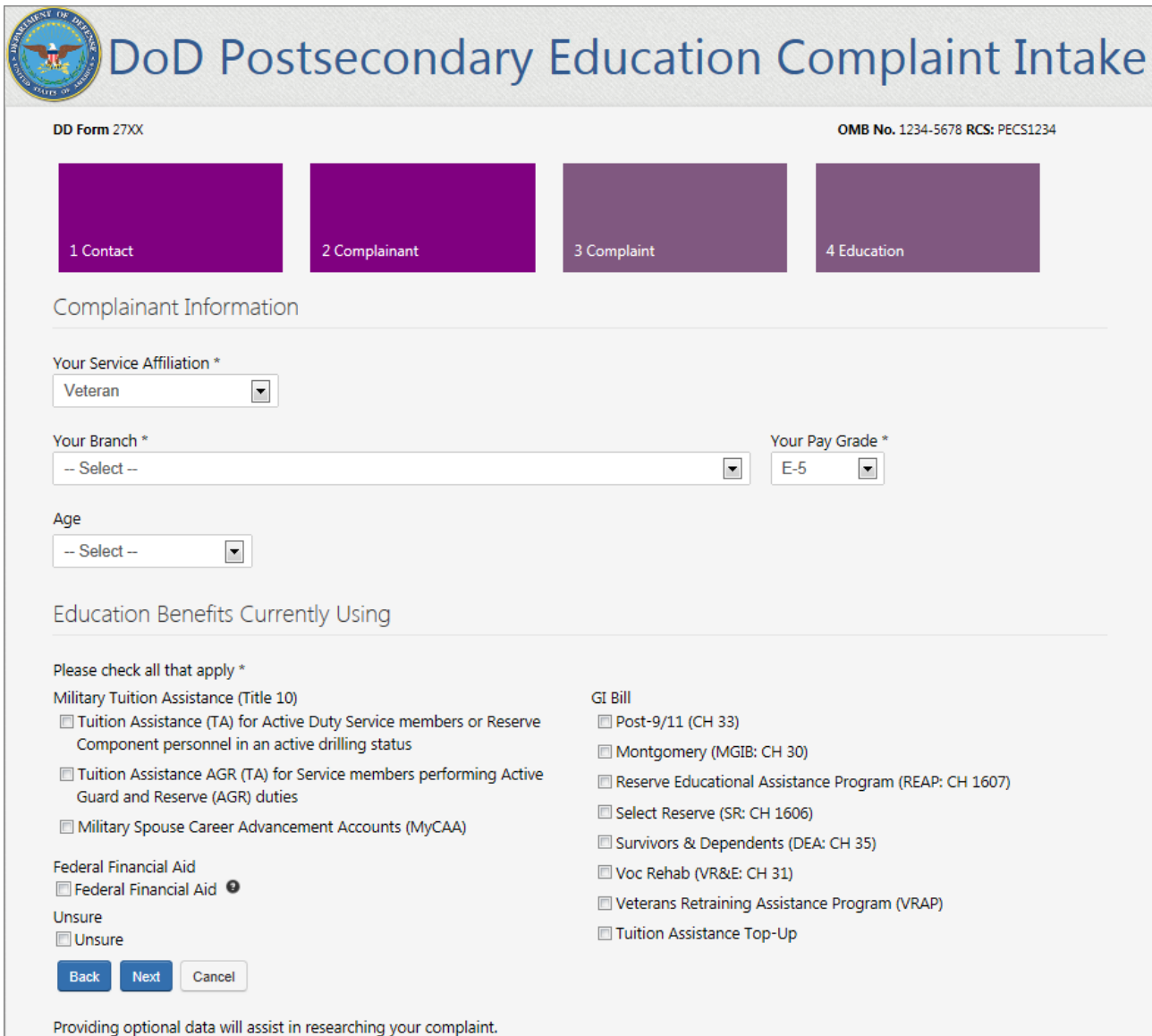
- Post-9/11 (CH 33)
- Montgomery (MGIB: CH 30)
- Reserve Educational Assistance Program (REAP: CH 1607)
- Select Reserve (SR: CH 1606)
- Survivors & Dependents (DEA: CH 35)
- Voc Rehab (VR&E: CH 31)
- Veterans Retraining Assistance Program (VRAP)
- Tuition Assistance Top-Up

Back Next Cancel

Providing optional data will assist in researching your complaint.

8d. Page two of the online Complaint Intake (“Veteran” selected as the Service Affiliation).

“I am filing on behalf of myself” selected on page one



The image shows a screenshot of the DoD Postsecondary Education Complaint Intake form. At the top left is the Department of Defense seal. The title "DoD Postsecondary Education Complaint Intake" is prominently displayed. Below the title, it indicates "DD Form 27XX" and "OMB No. 1234-5678 RCS: PECS1234". A progress bar consists of four colored boxes: a dark purple box labeled "1 Contact", a purple box labeled "2 Complainant", a medium purple box labeled "3 Complaint", and a light purple box labeled "4 Education".

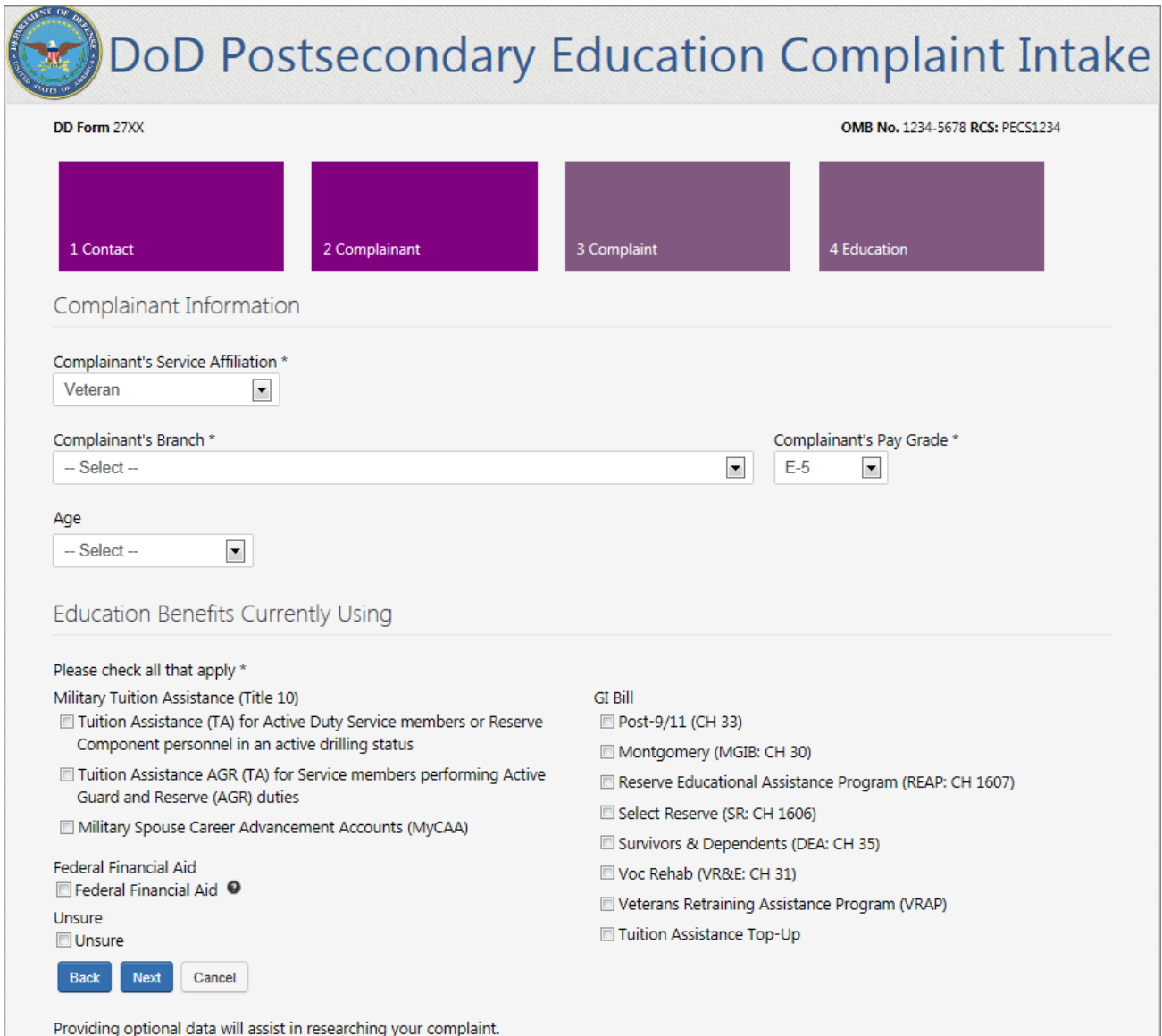
The "Complainant Information" section includes several dropdown menus: "Your Service Affiliation \*" with "Veteran" selected, "Your Branch \*" with "-- Select --", "Your Pay Grade \*" with "E-5", and "Age" with "-- Select --".

The "Education Benefits Currently Using" section is titled "Please check all that apply \*". It lists various benefits with checkboxes: Military Tuition Assistance (Title 10) including Tuition Assistance (TA) for Active Duty Service members or Reserve Component personnel in an active drilling status, Tuition Assistance AGR (TA) for Service members performing Active Guard and Reserve (AGR) duties, and Military Spouse Career Advancement Accounts (MyCAA); Federal Financial Aid including Federal Financial Aid; Unsure; GI Bill including Post-9/11 (CH 33), Montgomery (MGIB: CH 30), Reserve Educational Assistance Program (REAP: CH 1607), Select Reserve (SR: CH 1606), Survivors & Dependents (DEA: CH 35), Voc Rehab (VR&E: CH 31), Veterans Retraining Assistance Program (VRAP), and Tuition Assistance Top-Up.

At the bottom of the form are three buttons: "Back", "Next", and "Cancel". A note at the very bottom states "Providing optional data will assist in researching your complaint."

8e. Page two of the online Complaint Intake (“Veteran” selected as the Service Affiliation).

“I am filing on behalf of someone else” selected on page one



The image shows a screenshot of the DoD Postsecondary Education Complaint Intake form. At the top left is the Department of Defense seal. The title "DoD Postsecondary Education Complaint Intake" is prominently displayed. Below the title, it indicates "DD Form 27XX" and "OMB No. 1234-5678 RCS: PECS1234". There are four purple progress bars labeled "1 Contact", "2 Complainant", "3 Complaint", and "4 Education". The "Complainant Information" section includes dropdown menus for "Complainant's Service Affiliation" (set to "Veteran"), "Complainant's Branch" (set to "-- Select --"), "Complainant's Pay Grade" (set to "E-5"), and "Age" (set to "-- Select --"). The "Education Benefits Currently Using" section has a heading "Please check all that apply \*" and lists various benefits with checkboxes: Military Tuition Assistance (Title 10) with sub-options for Tuition Assistance (TA) for Active Duty, Tuition Assistance AGR (TA) for Active Guard and Reserve, and Military Spouse Career Advancement Accounts (MyCAA); Federal Financial Aid with a checked box for Federal Financial Aid; Unsure with an unchecked box; GI Bill with sub-options for Post-9/11 (CH 33), Montgomery (MGIB: CH 30), Reserve Educational Assistance Program (REAP: CH 1607), Select Reserve (SR: CH 1606), Survivors & Dependents (DEA: CH 35), Voc Rehab (VR&E: CH 31), Veterans Retraining Assistance Program (VRAP), and Tuition Assistance Top-Up. At the bottom are "Back", "Next", and "Cancel" buttons, and a note: "Providing optional data will assist in researching your complaint."

9. Page two of the online Complaint Intake dropdown options: (Branch, Service Affiliation, Service Status, Age and Pay Grade dropdown lists).


The screenshot displays the 'DoD Postsecondary Education Complaint Intake' form. The header includes the Department of Defense logo, the title 'DoD Postsecondary Education Complaint Intake', and the OMB No. 1234-5678 RCS: PECS1234. The form is labeled 'DD Form 27XX'.

Key dropdown menus and their options are highlighted with red boxes:

- Your Service Affiliation:** -- Select --, Service Member, Spouse or Family Member, Veteran.
- Your Service Status \*:** -- Select --, Active, National Guard, Reserve.
- Your Branch \*:** -- Select --, Army, Navy, Marines, Air Force, Coast Guard, VA NOAA (National Oceanic and Atmospheric Administration)/VA PHS (Public Health Service).
- Your Pay Grade \*:** E-5, E-1, E-2, E-3, E-4, E-5, E-6, E-7, E-8, E-9, W-1, W-2, W-3, W-4, W-5, O-1, O-2, O-3, O-4, O-5, O-6, O-7, O-8, O-9, O-10.
- Age:** -- Select --, Less than 20 years old, 20-29 years old, 30-39 years old, 40-49 years old, 50-59 years old, 60 years old and over, Unsure.

Other form elements include checkboxes for 'Federal Financial Aid' and 'Unsure', and buttons for 'Back', 'Next', and 'Cancel'. A note at the bottom states: 'Providing optional data will assist in researching your complaint.'

10. Page three of the online Complaint Intake:



# DoD Postsecondary Education Complaint Intake

DD Form 27XX OMB No. 1234-5678 RCS: PECS1234

1 Contact

2 Complainant

3 Complaint

4 Education

### Describe Your Issue

Which best describes your issue? (Select all that apply) \*

<input type="checkbox"/> Recruiting/Marketing Practices	<input type="checkbox"/> Student Loans	<input type="checkbox"/> Quality of Education	<input type="checkbox"/> Transfer of Credits
<input type="checkbox"/> Accreditation	<input type="checkbox"/> Post-graduation Job Opportunities	<input type="checkbox"/> Grades	<input type="checkbox"/> Refund Issues
<input type="checkbox"/> Financial Issues	<input type="checkbox"/> Change in degree plan/requirements	<input type="checkbox"/> Release of Transcripts	<input type="checkbox"/> Other

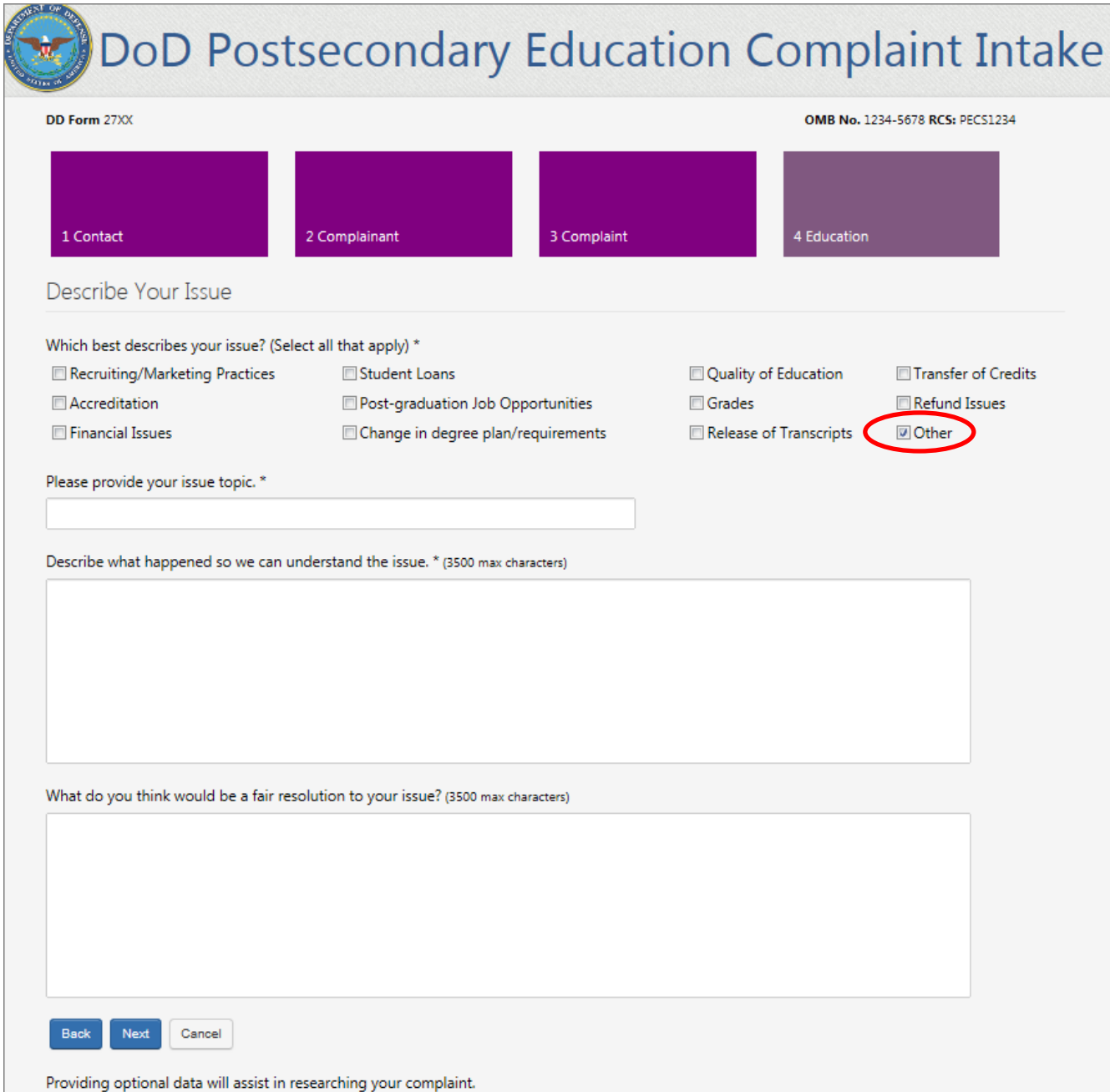
Describe what happened so we can understand the issue. \* (3500 max characters)

What do you think would be a fair resolution to your issue? (3500 max characters)

BackNextCancel

Providing optional data will assist in researching your complaint.

11. Page three of the online Complaint Intake (“Other” selected as description of issue)



The image shows a screenshot of the DoD Postsecondary Education Complaint Intake form. At the top left is the Department of Defense seal. The title "DoD Postsecondary Education Complaint Intake" is prominently displayed. Below the title, the form is identified as "DD Form 27XX" and "OMB No. 1234-5678 RCS: PECS1234". A progress bar consists of four purple boxes labeled "1 Contact", "2 Complainant", "3 Complaint", and "4 Education". The "Describe Your Issue" section contains a question: "Which best describes your issue? (Select all that apply) \*". There are ten checkboxes with labels: Recruiting/Marketing Practices, Accreditation, Financial Issues, Student Loans, Post-graduation Job Opportunities, Change in degree plan/requirements, Quality of Education, Grades, Release of Transcripts, Transfer of Credits, and Refund Issues. The "Other" checkbox is checked and circled in red. Below this are three text input fields: "Please provide your issue topic. \*", "Describe what happened so we can understand the issue. \* (3500 max characters)", and "What do you think would be a fair resolution to your issue? (3500 max characters)". At the bottom are "Back", "Next", and "Cancel" buttons, followed by the text "Providing optional data will assist in researching your complaint."

DD Form 27XX

OMB No. 1234-5678 RCS: PECS1234

1 Contact

2 Complainant

3 Complaint

4 Education

### Describe Your Issue

Which best describes your issue? (Select all that apply) \*

- Recruiting/Marketing Practices
- Accreditation
- Financial Issues
- Student Loans
- Post-graduation Job Opportunities
- Change in degree plan/requirements
- Quality of Education
- Grades
- Release of Transcripts
- Transfer of Credits
- Refund Issues
- Other

Please provide your issue topic. \*

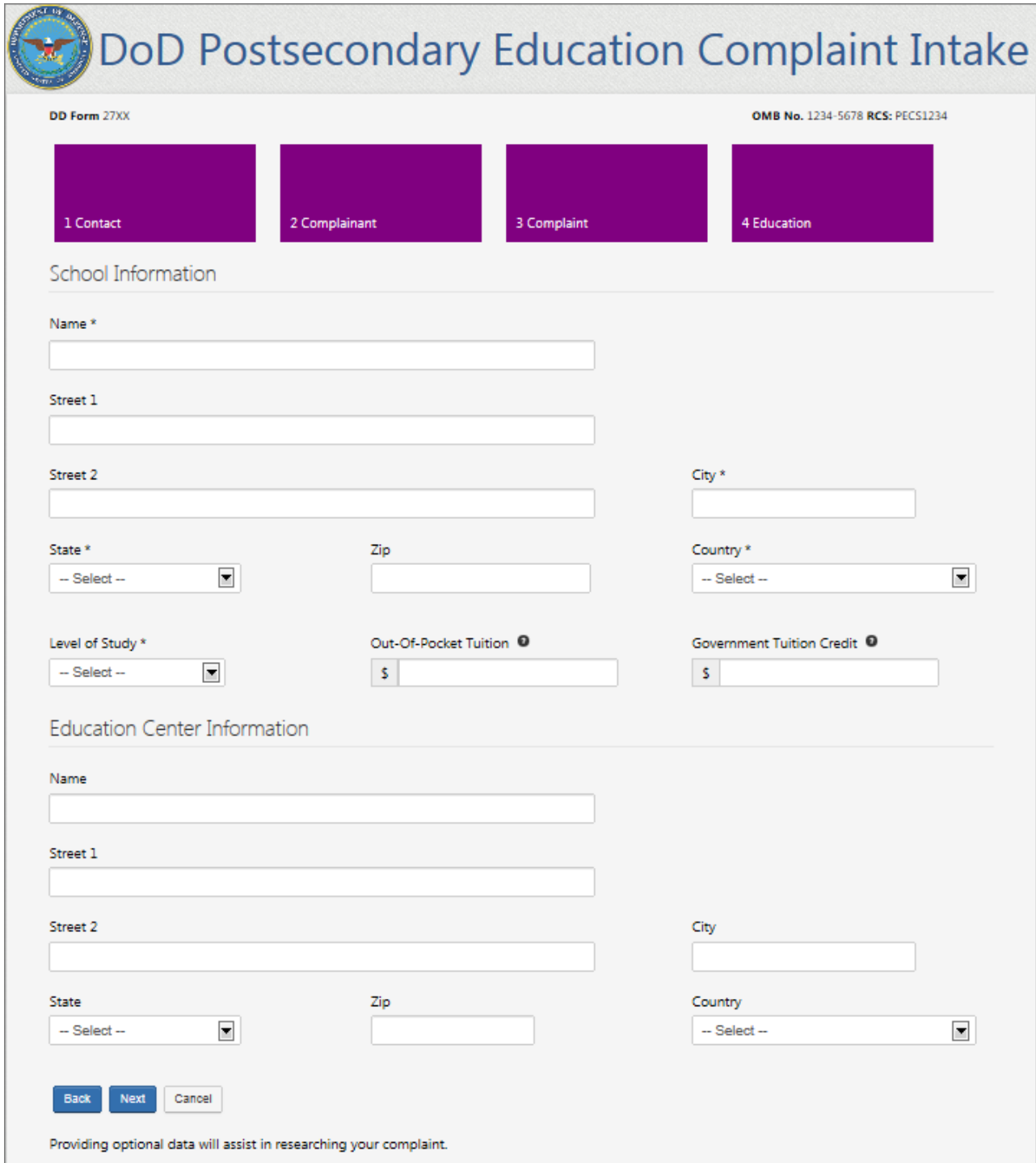
Describe what happened so we can understand the issue. \* (3500 max characters)

What do you think would be a fair resolution to your issue? (3500 max characters)

Back Next Cancel

Providing optional data will assist in researching your complaint.

12. Page four of the online Complaint Intake.



**DD Form 27XX** **OMB No. 1234-5678 RCS: PECS1234**

1 Contact

2 Complainant

3 Complaint

4 Education

### School Information

Name \*

Street 1

Street 2

City \*

State \* Zip Country \*

-- Select --  -- Select --

Level of Study \* Out-Of-Pocket Tuition ⓘ Government Tuition Credit ⓘ

-- Select --  \$  \$

### Education Center Information

Name

Street 1

Street 2

City

State Zip Country

-- Select --  -- Select --

Back Next Cancel

Providing optional data will assist in researching your complaint.



13. Page four of the online Complaint Intake (Level of Study dropdown options).

**DoD Postsecondary Education Complaint Intake**

DD Form 27XX OMB No. 1234-5678 RCS: PECS1234

1 Contact 2 Complainant 3 Complaint 4 Education

**School Information**

Name \*  
Street 1  
Street 2  
City \*  
State \* -- Select -- Zip Country \* -- Select --  
Level of Study \* -- Select -- Out-Of-Pocket Tuition \$ Government Tuition Credit \$

**Education Center**

Name  
Street 1  
Street 2  
City  
State -- Select -- Zip Country -- Select --

Back Next Cancel

Providing optional data will assist in researching your complaint.

The image shows a screenshot of the 'DoD Postsecondary Education Complaint Intake' form. The 'Level of Study' dropdown menu is highlighted with a red box, and a red arrow points to it from the 'Level of Study' label. The dropdown menu is open, showing the following options: -- Select --, Certificate/Diploma, Associate, Bachelor, and Graduate/Professional.

14. User is presented with a summary page that details all information entered into the online Complaint Intake.



The image shows a screenshot of the DoD Postsecondary Education Complaint Intake form. At the top left is the Department of Defense seal. The title "DoD Postsecondary Education Complaint Intake" is prominently displayed. The form is divided into four steps: Step 1 - Contact Information, Step 2 - Complainant Information, Step 3 - Complaint Information, and Step 4 - Education Information. At the bottom, there are three buttons: "Back", "Submit Complaint", and "Cancel".

**DD Form 27XX** **OMB No. 1234-5678 RCS: PECS1234**

### Step 1 - Contact Information

<b>Pay Grade / Salutation</b> E-5	<b>Name</b> Jeremy Winters	<b>Filed on Behalf of</b> Myself
<b>Address</b> 100 Main St Arlington VA 22222 USA		
<b>Telephone</b> 123-456-7890	<b>Email</b> j@j.com	

### Step 2 - Complainant Information

<b>Service Affiliation</b> Service Member	<b>Service Status</b> Active	<b>MyCAA Student</b> No
<b>Branch</b> Air Force	<b>Pay Grade</b> E-5	<b>Age</b> 30 to 39 years old
<b>Education Benefits Used</b> Tuition Assistance		

### Step 3 - Complaint Information

**Issues listed**  
Transfer Of Credits

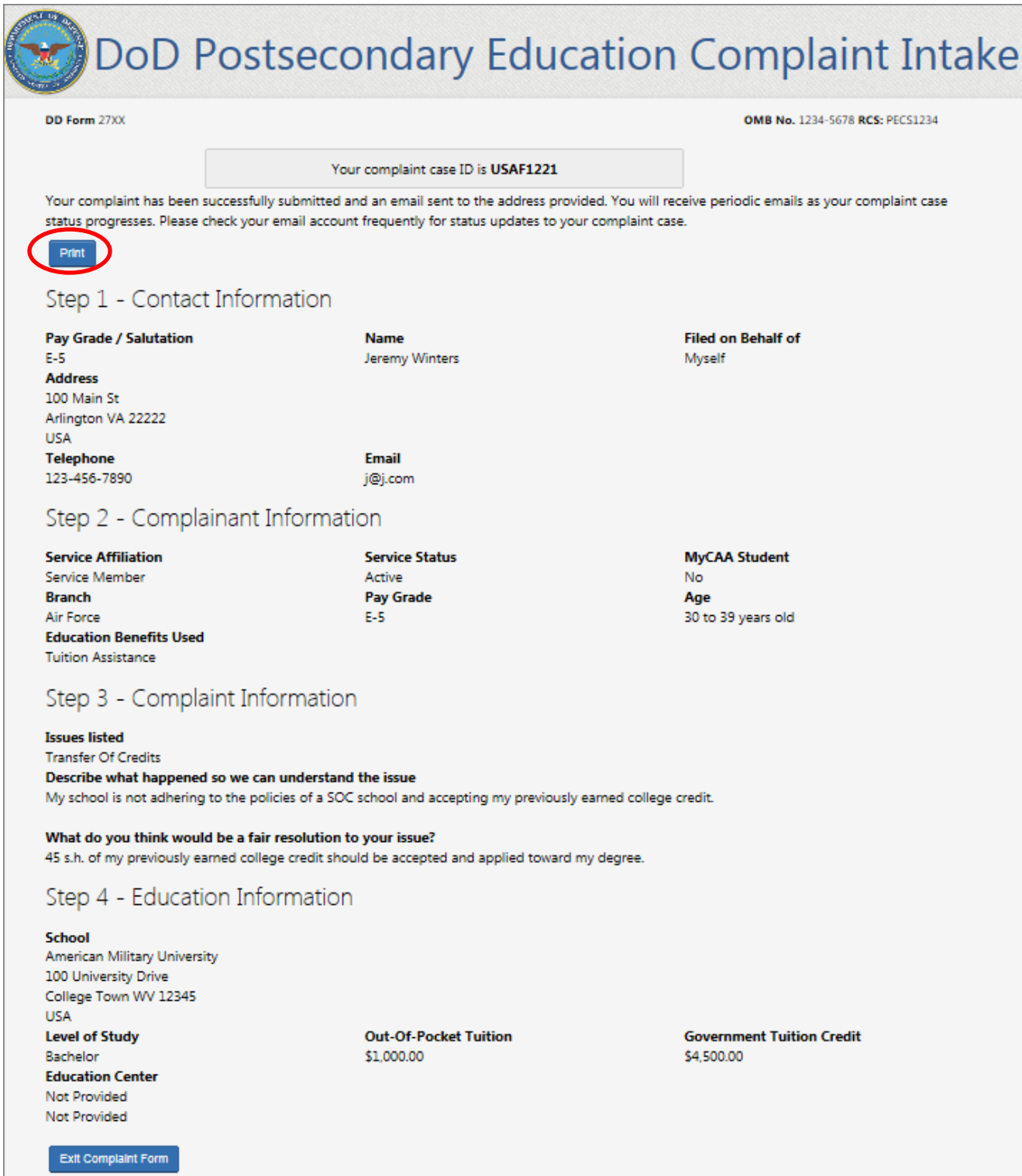
**Describe what happened so we can understand the issue**  
My school is not adhering to the policies of a SOC school and accepting my previously earned college credit.

**What do you think would be a fair resolution to your issue?**  
45 s.h. of my previously earned college credit should be accepted and applied toward my degree.

### Step 4 - Education Information

<b>School</b> American Military University 100 University Drive College Town WV 12345 USA	<b>Out-Of-Pocket Tuition</b> \$1,000.00	<b>Government Tuition Credit</b> \$4,500.00
<b>Level of Study</b> Bachelor		
<b>Education Center</b> Not Provided Not Provided		

15. Upon submitting the online Complaint Intake a confirmation page will display to the user.
- User will have the option to print the confirmation page and will be sent the details via email.



**DoD Postsecondary Education Complaint Intake**

DD Form 27XX OMB No. 1234-5678 RCS: PECS1234

Your complaint case ID is **USAF1221**

Your complaint has been successfully submitted and an email sent to the address provided. You will receive periodic emails as your complaint case status progresses. Please check your email account frequently for status updates to your complaint case.

[Print](#)

### Step 1 - Contact Information

<b>Pay Grade / Salutation</b> E-5	<b>Name</b> Jeremy Winters	<b>Filed on Behalf of</b> Myself
<b>Address</b> 100 Main St Arlington VA 22222 USA		
<b>Telephone</b> 123-456-7890	<b>Email</b> j@j.com	

### Step 2 - Complainant Information

<b>Service Affiliation</b> Service Member	<b>Service Status</b> Active	<b>MyCAA Student</b> No
<b>Branch</b> Air Force	<b>Pay Grade</b> E-5	<b>Age</b> 30 to 39 years old
<b>Education Benefits Used</b> Tuition Assistance		

### Step 3 - Complaint Information

**Issues listed**  
Transfer Of Credits

**Describe what happened so we can understand the issue**  
My school is not adhering to the policies of a SOC school and accepting my previously earned college credit.

**What do you think would be a fair resolution to your issue?**  
45 s.h. of my previously earned college credit should be accepted and applied toward my degree.

### Step 4 - Education Information

**School**  
American Military University  
100 University Drive  
College Town WV 26345  
USA

<b>Level of Study</b> Bachelor	<b>Out-Of-Pocket Tuition</b> \$1,000.00	<b>Government Tuition Credit</b> \$4,500.00
<b>Education Center</b> Not Provided Not Provided		

[Exit Complaint Form](#)