

**DEPARTMENT OF DEFENSE**



**DoD Postsecondary  
Education Complaint System  
(PECS)**

**Draft User Guide**

1 AUGUST 2013

## Table of Contents

<b>Getting Started .....</b>	<b>2</b>
<b>Managing Your PECS Profile.....</b>	<b>3</b>
<b>View Pending Complaint Cases .....</b>	<b>6</b>
My Cases.....	8
Searching for Complaint Cases.....	10
<b>Taking Ownership of Complaint Cases .....</b>	<b>12</b>
<b>Take Over Ownership of an Active Complaint Case from another User .....</b>	<b>14</b>
<b>Editing Complaint Cases.....</b>	<b>15</b>
<b>Complaint Case Notes .....</b>	<b>16</b>
Email a Complaint Case Note.....	17
<b>Reassigning Complaint Cases .....</b>	<b>19</b>
<b>Transferring Complaint Cases.....</b>	<b>21</b>
<b>Closing Compliant Cases .....</b>	<b>26</b>
<b>Escalating Complaint Cases to FTC for Further Action .....</b>	<b>29</b>
<b>Complaint Case Log.....</b>	<b>31</b>
<b>Upload complaint cases via XML file .....</b>	<b>32</b>
<b>Complaint Case Reports.....</b>	<b>35</b>
<b>Content Manage Complaint Intake Pages .....</b>	<b>39</b>

## Getting Started

The DoD Postsecondary Education Complaint System (PECS) permits authorized personnel the ability to track, manage and process formal complaints cases submitted by, or on behalf of, uniformed service members, spouses and other family members when educational institutions fail to follow the Principles of Excellence outlined in Executive Order 13607.

Users assigned to a Complaint Case Role of Level 1 (Field), Level 2 (Service Chief) or Level 3 (OSD) have the ability to view and manage complaint cases. Additionally, PECS users have access to Complaint Case reports. Complaint cases enter the DoD Postsecondary Education Complaint System via submission of the Online Intake Form or XML file upload.

All complaint cases, submitted via the online intake form, enter PECS in a *Pending* status and are assigned to Level 2 (Service Chief) of the appropriate Department. When complaints are received, the system will send a (Do Not Reply) email notification to all Level 2 Complaint System users assigned to the complainant's associated branch (Army, Marines, MyCAA, etc). Users must subscribe to receive complaint system emails via their PECS profile.

The DoD Postsecondary Education Complaint System and DoD Postsecondary Education Complaint Intake are accessed via the following URLs:

- DoD Postsecondary Education Complaint System:  
<https://afaems.langley.af.mil/vemis>
- DoD Postsecondary Education Complaint Intake:  
<https://afaems.langley.af.mil/vemis/DoDPostsecondaryEDComplaintSystem.aspx>

## Managing Your PECS Profile

DoD Postsecondary Education Complaint System users have the ability to manage their PECS profile. Users have the ability to edit their contact information in addition to subscribing or unsubscribing to complaint system emails. When subscribed to complaint system emails, users will receive notifications when the following actions occur:

- Complaint case enters the Pending Queue of the user's assigned complaint system Level and Service
- Complaint case is reassigned or transferred to the user

To View Your PECS Profile:

1. Hover over the **Profile** navigation bar option and select **My Profile**.

The screenshot shows the 'My Profile' page of the DoD Postsecondary Education Complaint System. The navigation bar includes 'Home', 'Reports', 'Profile', 'Complaint Cases', 'Help', and 'Logout'. The 'Profile' link is circled in red. The page title is 'My Profile' and the user is identified as 'Welcome Jones, Jon' with a 'US Air Force' badge. The profile is divided into several sections:

- User Information:** Includes fields for User Name (\*), Component (\*), First Name (\*), Last Name (\*), Title (\*), Phone DSN, Phone COM, Office Symbol (\*), and Email Address (\*). The 'Component' dropdown is set to 'Air Force'.
- Roles and Permissions:** Includes 'Reports Role' (No Access), 'Complaint Cases Role' (Level 1), and 'Permissions' (Service Administrator checkbox).
- Account Information:** Includes 'Subscribed to Complaint Case Emails' (checked).
- Login Information:** Includes 'Last Successful Login' (05/31/2013 16:17:37 PM) and 'Last Failed Login' (No record).

A red callout box points to the 'Complaint Cases Role' dropdown menu, which is set to 'Level 1', with the text 'Your assigned Complaint Case Role'.

To Edit Your PECS Profile:

1. Hover over the **Profile** navigation bar option and select **My Profile**.
2. Make the desired edit.
3. Click the **Update Profile** button.

The screenshot shows the 'My Profile' page in the DoD Postsecondary Education Complaint System. The page header includes the Department of Defense logo and the system title. The navigation bar has 'Profile' highlighted with a red circle. The user's name 'Jones, Jon' is displayed in the top right. The profile information is organized into several sections:

- User Information:** Includes fields for User Name (jonjones), Component (Air Force), First Name (Jon), Last Name (Jones), Title (Analyst), Phone DSN, Phone COM, Office Symbol (AFA), and Email Address (jonjones@bamtech.net).
- Roles and Permissions:** Includes Reports Role (No Access), Complaint Cases Role (Level 1), and Permissions (Service Administrator).
- Account Information:** Includes a checkbox for 'Subscribed to Complaint Case Emails' which is checked.
- Login Information:** Includes fields for Last Successful Login (05/31/2013 16:17:37 PM), Last Successful IP Address (192.168.0.61), Last Failed Login (No record), and Last Failed IP Address (No record).

At the bottom of the page, the 'Update Profile' button is circled in red, along with a 'Cancel' button.

**NOTE: You are not permitted to edit your Complaint Case Role.**

To Subscribe or Unsubscribe to Complaint System Emails:

1. Hover over the **Profile** navigation bar option and select **My Profile**.
2. Mark the **Subscribed** checkbox (to receive complaint system emails), **OR**
3. Unmark the Subscribed checkbox (to NOT receive complaint system emails).

The screenshot displays the 'My Profile' page of the DoD Postsecondary Education Complaint System. The page header includes the Department of Defense logo and the system title. A navigation bar contains links for Home, Reports, Profile, Complaint Cases, Help, and Logout. The 'Profile' link is highlighted, and a 'My Profile' dropdown menu is visible. The user is identified as 'Jones, Jon' and is associated with the 'US Air Force'.

**User Information**

User Name *	Component *	
jonjones	Air Force	
First Name *	Last Name *	Title *
Jon	Jones	Analyst
Phone DSN	Phone COM	Office Symbol *
		AFA
Email Address *		
jonjones@bamtech.net		

**Roles and Permissions**

Reports Role	Complaint Cases Role	Permissions
No Access	Level 1	<input type="checkbox"/> Service Administrator

**Account Information**

Subscribed to Complaint Case Emails ⓘ

Subscribed

**Login Information**


Last Successful Login:	Last Successful IP Address:
05/31/2013 16:17:37 PM	192.168.0.61
Last Failed Login:	Last Failed IP Address:
No record	No record

Buttons: Update Profile, Cancel

## View Pending Complaint Cases

All users assigned to a Complaint System Role (Level 1, Level 2 or Level 3) have the ability to view complaint cases. Level 1 and Level 2 users are restricted to viewing cases assigned to their Department (i.e. Army, Navy, MyCAA). Level 3 (OSD) users can view ALL complaint cases.

### To View *Pending* Complaint Cases

1. Hover over the Complaint Cases navigation menu option and select **Cases**, OR
2. Click the Count total from the **Pending Cases** dock.
3. Click the  icon to view the desired complaint case details.



The screenshot shows the DoD Complaint System home page. The navigation menu includes Home, Reports, Profile, Complaint Cases, Help, and Logout. The 'Complaint Cases' menu is expanded, showing 'Cases', 'My Cases', and 'Case Upload'. The 'Pending Cases' table shows the following data:


Level	Count
Level 1	7
Level 2	10




The screenshot shows the 'Complaint Cases' search page. The search filters are set to Department: Air Force, Level: Level 2, and Status: Pending. The search results show 7 cases found. The first case is highlighted with a magnifying glass icon.

Case ID	External Case ID	Department	Level	Status	Case Owner	Contact Name	School	Submitted Date
USA1085		Air Force	Level 2	Pending	Chavez, Nick	COBB CNA SCHOOL DBA COBB MEDICAL INSTITUTE	11/14/2012	
USAF1089		Air Force	Level 2	Pending	Chavez, Nick	ACADEMY OF HAIR DESIGN - LAS VEGAS	11/15/2012	
USAF1090		Air Force	Level 2	Pending	Chavez, Nick	ACADEMY OF HAIR DESIGN - LAS VEGAS	11/15/2012	
USAF1144		Air Force	Level 2	Pending	Chavez, Nick	DIVINE CNA TRAINING	12/13/2012	

4. View the complaint case details




Home Reports Profile Complaint Cases Help Logout

Welcome **Martinez, Juan** to VEMIS!  US Air Force

### Complaint Case

**Contact**  
Chavez, Nick  
dennis.khau@bamtech.net 7037789197

**Complainant**  
COBB CNA SCHOOL DBA COBB MEDICAL INSTITUTE  
Spouse or Family Member | Army



**USA1085**  
Department: Air Force  
Submitted: 11/14/2012 10:02 AM  
Level: Level 2  
Case Owner: No Owner

[Take Ownership](#)

Complaint Notes Log

#### Contact Information

#### Filing Information

I am filing on behalf of \*

Myself  
 Someone Else

#### Contact Information

<b>Rank / Salutation *</b> E-4	<b>First Name *</b> Nick	<b>Last Name *</b> Chavez
<b>Street 1 *</b> 305 10th St S Apt 3308		
<b>Street 2</b> Building 9		
<b>City *</b> Arlington	<b>State *</b> Virginia	<b>Zip *</b> 22202
<b>Country *</b> USA	<b>Telephone (Include area code) *</b> 7037789197 <input type="checkbox"/> International Number	
<b>Email *</b> dennis.khau@bamtech.net	<b>Confirm Email *</b> dennis.khau@bamtech.net	

#### Complainant Information

#### Complaint Information


#### Education Information



## My Cases

Upon taking ownership of a complaint, the case will be assigned to you and will appear in your **My Cases** area. Your cases can be accessed via the navigation bar or the My Cases dock.

### To View Complaint Cases Assigned to You

1. Hover over the **Complaint Cases** navigation menu option and select **My Cases**, OR
2. Click the Count total from the **My Cases** dock.
3. Click the  icon to view the desired complaint case details.



The screenshot displays the DoD Complaint System interface. The top navigation bar includes 'Home', 'Reports', 'Profile', 'Complaint Cases', 'Help', and 'Logout'. A dropdown menu under 'Complaint Cases' is open, with 'My Cases' highlighted. The 'My Cases' dock shows a count of 3. A red box highlights the 'My Cases' section, which includes search filters and a table of cases.

**System Announcements**

DoD Complaint System Coming Soon!  
10/18/2012  
Welcome  
09/10/2011  
[View All Announcements](#)

**Complaint Cases**

**My Cases**

Level	Count
Level 2	3

**Pending Cases**

Level	Count
Level 1	1

**My Cases**

Welcome **Martinez, Juan** to VEMIS! 

Status: Active  
Case ID (e.g. 12456, USA12456):   
External Case ID:   
School Name:

Cases Found: 3

Case ID	External Case ID	Department	Level	Status	Case Owner	Contact Name	School	Submitted Date	
USAF1175		Air Force	Level 2	Active	Martinez, Juan	Jones, Bob	BELLARMINE UNIVERSITY	01/13/2013	
USAF1176		Air Force	Level 2	Active	Martinez, Juan	Dwight, Tim	Colorado Mesa University	01/13/2013	
USAF1177		Air Force	Level 2	Active	Martinez, Juan	Jones, Heather	UNIVERSITY OF MARY	01/13/2013	

4. View complaint case details

**DoD Complaint System**

Home Reports Profile Complaint Cases Help Logout

Welcome **Martinez, Juan** to VEMIS! US Air Force

### Complaint Case

**Contact**  
Jones, Heather  
hjones@bamtech.net 123-123-4456  
**Complainant**  
UNIVERSITY OF MARY  
Service Member | Air Force | Active

**Active** USAF1177  
Department: Air Force Level: Level 2  
Submitted: 01/13/2013 18:52 PM Case Owner: Martinez, Juan  
[Reassign Ownership](#) [Transfer Case](#) [Close Case](#)

Complaint Notes Log

#### Contact Information

#### Filing Information

I am filing on behalf of \*

Myself  
 Someone Else

#### Contact Information

Rank / Salutation \*  
E-3

First Name \*  
Heather

Last Name \*  
Jones

Street 1 \*  
1234 Street

Street 2

City \*  
Silver Town

State \*  
California

Zip \*  
33445

Country \*  
USA

Telephone (Include area code) \*  
123-123-4456  International Number

Email \*  
hjones@bamtech.net

Confirm Email \*  
hjones@bamtech.net

#### Complainant Information

#### Complaint Information

#### Education Information

[Update](#) [Back](#)

## Searching for Complaint Cases

Users can search for specific complaint cases using various filter options.

To search for specific complaint cases that you own:

1. Access the **My Cases** area via the navigation bar menu, **OR**
2. Click the Count total from the **My Cases** dock.
3. Enter one or more search criteria
4. Click the **Search** button.

The screenshot displays the DoD Complaint System interface. The top navigation bar includes links for Home, Reports, Profile, Complaint Cases, Help, and Logout. The 'My Cases' link is circled in red. Below the navigation bar, the 'My Cases' dock shows a count of 3, which is also circled in red. A red arrow points from this count to the 'My Cases' search form. The search form includes fields for Status (set to Active), Case ID, External Case ID, and School Name. A 'Search' button is circled in red. Below the search form, a table displays the results of the search, showing 3 cases found.

Case ID	External Case ID	Department	Level	Status	Case Owner	Contact Name	School	Submitted Date
USAF1175		Air Force	Level 2	Active	Martinez, Juan	Jones, Bob	BELLARMINE UNIVERSITY	01/13/2013
USAF1176		Air Force	Level 2	Active	Martinez, Juan	Dwight, Tim	Colorado Mesa University	01/13/2013
USAF1177		Air Force	Level 2	Active	Martinez, Juan	Jones, Heather	UNIVERSITY OF MARY	01/13/2013

To search for specific complaint cases you do NOT own:

1. Access the Pending Cases area via the navigation bar option or dock.
2. Enter one or more search criteria (i.e. Department, Case ID, Status).
3. Click the **Search** button.

**DoD Complaint System**

Home Reports Profile **Complaint Cases** Help Logout

Home **Cases** My Cases Case Upload

Welcome **Martinez, Juan** to VEMIS! US Air Force

**System Announcements**  
DoD Complaint System Coming Soon!  
10/18/2012  
Welcome  
09/10/2011  
[View All Announcements](#)

**Complaint Cases**

**My Cases**

Level	Count
Level 2	3

**Pending Cases**

Level	Count
Level 1	1
Level 2	7
Level 3	1

**DoD Complaint System**

Home Reports Profile **Complaint Cases** Help Logout

Welcome **Martinez, Juan** to VEMIS! US Air Force

**Complaint Cases**

Department: Air Force Level: Level 2 Status: Pending

Case ID (e.g. 12456, USA12456) External Case ID School Name

**Search** Clear Filter

Cases Found: 7


Case ID	External Case ID	Department	Level	Status	Case Owner	Contact Name	School	Submitted Date
USA1085		Air Force	Level 2	Pending	Chavez, Nick		COBB CNA SCHOOL DBA COBB MEDICAL INSTITUTE	11/14/2012
USAF1089		Air Force	Level 2	Pending	Chavez, Nick		ACADEMY OF HAIR DESIGN - LAS VEGAS	11/15/2012
USAF1090		Air Force	Level 2	Pending	Chavez, Nick		ACADEMY OF HAIR DESIGN - LAS VEGAS	11/15/2012
USAF1144		Air Force	Level 2	Pending	Chavez, Nick		DIVINE CNA TRAINING	12/13/2012
USAF1173		Air Force	Level 2	Pending	Leggs, Harry		UNIVERSITY OF HAWAII - HAWAII COMMUNITY COLLEGE	01/11/2013
USAF1174		Air Force	Level 2	Pending	Lombardo, Guy		University of Virginia	01/11/2013
USAF1184		Air Force	Level 2	Pending	Skittles, Rainbow		CALIFORNIA CAREER INSTITUTE	01/16/2013

## Taking Ownership of Complaint Cases

Level 1 (Field) and Level 2 (Service Chief) users can only take ownership of *Pending* complaint cases that are assigned to their Department. Level 3 (OSD) can take ownership of any *Pending* case. Additionally, a user's assigned complaint Case Role (Level 1, 2 or 3) determines which cases they can manage. A case's status will update to *Active* when ownership is taken and an email notification will be sent to the complaint POC alerting them to the case status progression.

- Level 1 users: can only take ownership of *Pending*, Level 1 cases assigned to their Department.
- Level 2 users: can only take ownership of *Pending*, Level 1 and Level 2 cases assigned to their Department.
- Level 3 (OSD): can take ownership of all *Pending* complaint cases regardless of its Level or Department.

To take ownership of a Pending complaint case:

1. Access the Pending Cases via the navigation bar menu or dock.
2. Click the  icon to view the desired complaint case details.



The screenshot displays the DoD Complaint System interface. The top navigation bar includes 'Home', 'Reports', 'Profile', 'Complaint Cases', 'Help', and 'Logout'. The 'Complaint Cases' menu is highlighted, with a red circle around the 'Cases' option. Below the navigation bar, the user is logged in as 'Welcome Martinez, Juan to VEMIS!' with the 'US Air Force' affiliation. The main content area shows a search filter for 'Complaint Cases' with the following settings: Department: Air Force, Level: Level 2, Status: Pending. The search results show 7 cases found. A table lists the cases with columns for Case ID, External Case ID, Department, Level, Status, Case Owner, Contact Name, School, and Submitted Date. A red box highlights the search filter area and the table. A red circle highlights the magnifying glass icon in the search filter area, and another red circle highlights the magnifying glass icon in the table row for Case ID USAF1144.

Case ID	External Case ID	Department	Level	Status	Case Owner	Contact Name	School	Submitted Date
USA1085		Air Force	Level 2	Pending	Chavez, Nick		COBB CNA SCHOOL DBA COBB MEDICAL INSTITUTE	11/14/2012
USAF1089		Air Force	Level 2	Pending	Chavez, Nick		ACADEMY OF HAIR DESIGN - LAS VEGAS	11/15/2012
USAF1090		Air Force	Level 2	Pending	Chavez, Nick		ACADEMY OF HAIR DESIGN - LAS VEGAS	11/15/2012
USAF1144		Air Force	Level 2	Pending	Chavez, Nick		DIVINE CNA TRAINING	12/13/2012
USAF1173		Air Force	Level 2	Pending	Leggs, Harry		UNIVERSITY OF HAWAII - HAWAII COMMUNITY COLLEGE	01/11/2013
USAF1174		Air Force	Level 2	Pending	Lombardo, Guy		University of Virginia	01/11/2013
USAF1184		Air Force	Level 2	Pending	Skittles, Rainbow		CALIFORNIA CAREER INSTITUTE	01/16/2013

3. Click the **Take Ownership** button.

The screenshot displays the DoD Complaint System interface. At the top, there is a navigation bar with links for Home, Reports, Profile, Complaint Cases, Help, and Logout. The main header area includes the DoD Complaint System logo and several service branch emblems. A user greeting reads "Welcome Martinez, Juan to VEMIS!" with a "US Air Force" badge.

The central section is titled "Complaint Case" and shows details for case USAF1144. On the left, contact information for Chavez, Nick (dennis.khau@bamtech.net, 7037789197) and complainant information for DIVINE CNA TRAINING (Service Member | Air Force | Reserve) are listed. On the right, a "Pending" status icon is shown next to the case ID USAF1144, along with "Department: Air Force", "Level: Level 2", "Submitted: 12/13/2012 16:06 PM", and "Case Owner: No Owner". A blue "Take Ownership" button is circled in red.

Below the case details is a tabbed interface with "Complaint", "Notes", and "Log" tabs. The "Complaint" tab is active, showing sections for "Contact Information", "Filing Information", "Contact Information", "Complainant Information", "Complaint Information", and "Education Information".

The "Filing Information" section includes a radio button selection for "I am filing on behalf of \*":  
 Myself  
 Someone Else

The "Contact Information" section contains the following fields:  
Rank / Salutation \*: E-6  
First Name \*: Nick  
Last Name \*: Chavez  
Street 1 \*: 305 10th St S Apt 3308  
Street 2: Building 9  
City \*: Arlington  
State \*: Virginia  
Zip \*: 22202  
Country \*: USA  
Telephone (Include area code) \*: 7037789197 (International Number checkbox is unchecked)  
Email \*: dennis.khau@bamtech.net  
Confirm Email \*: dennis.khau@bamtech.net

At the bottom of the form are "Update" and "Back" buttons.

## Take Over Ownership of an Active Complaint Case from another User

Users have the option to take over ownership of *Active* complaint cases owned by another user.

- Level 1: Users assigned to a Level 1 Complaint Case Role can take ownership of an *Active* case owned by another Level 1 user in their Department only.
- Level 2: Users assigned to a Level 2 Complaint Case Role can take ownership of an *Active* case owned by another Level 1 or Level 2 user in their Department only.
- Level 3: Users assigned to a Level 3 (OSD) Complaint Case Role can take ownership of any *Active* case owned by another user.

To take over ownership of an Active case from another user:

1. Access an *Active* complaint case owned by another user
2. Click the **Take Over Ownership** button.

The screenshot displays the 'DoD Postsecondary Education Complaint System' interface. At the top, there is a navigation bar with links for Home, Reports, Profile, Complaint Cases, Help, and Logout. A user greeting 'Welcome Jones, Jon' and a 'US Air Force' logo are visible in the top right. The main content area is titled 'Complaint Case' and shows details for case USAF1175. The case is marked as 'Active' with a folder icon. Key details include: Department: Air Force, Level: Level 2, Submitted: 01/13/2013 18:38 PM, and Case Owner: Martinez, Juan. A blue button labeled 'Take Over Ownership' is circled in red. Below this, there are tabs for 'Complaint', 'Notes', and 'Log'. The 'Contact Information' section is expanded, showing fields for 'I am filing on behalf of \*' (radio buttons for 'Myself' and 'Someone Else'), 'Pay Grade / Salutation \*' (dropdown menu showing 'E-5'), 'First Name \*' (text box with 'Bob'), 'Last Name \*' (text box with 'Jones'), 'Street 1' (text box with '100 Main Street'), 'Street 2' (text box), 'City' (text box with 'Minot'), 'State' (dropdown menu showing 'North Dakota'), and 'Zip' (text box with '55555').

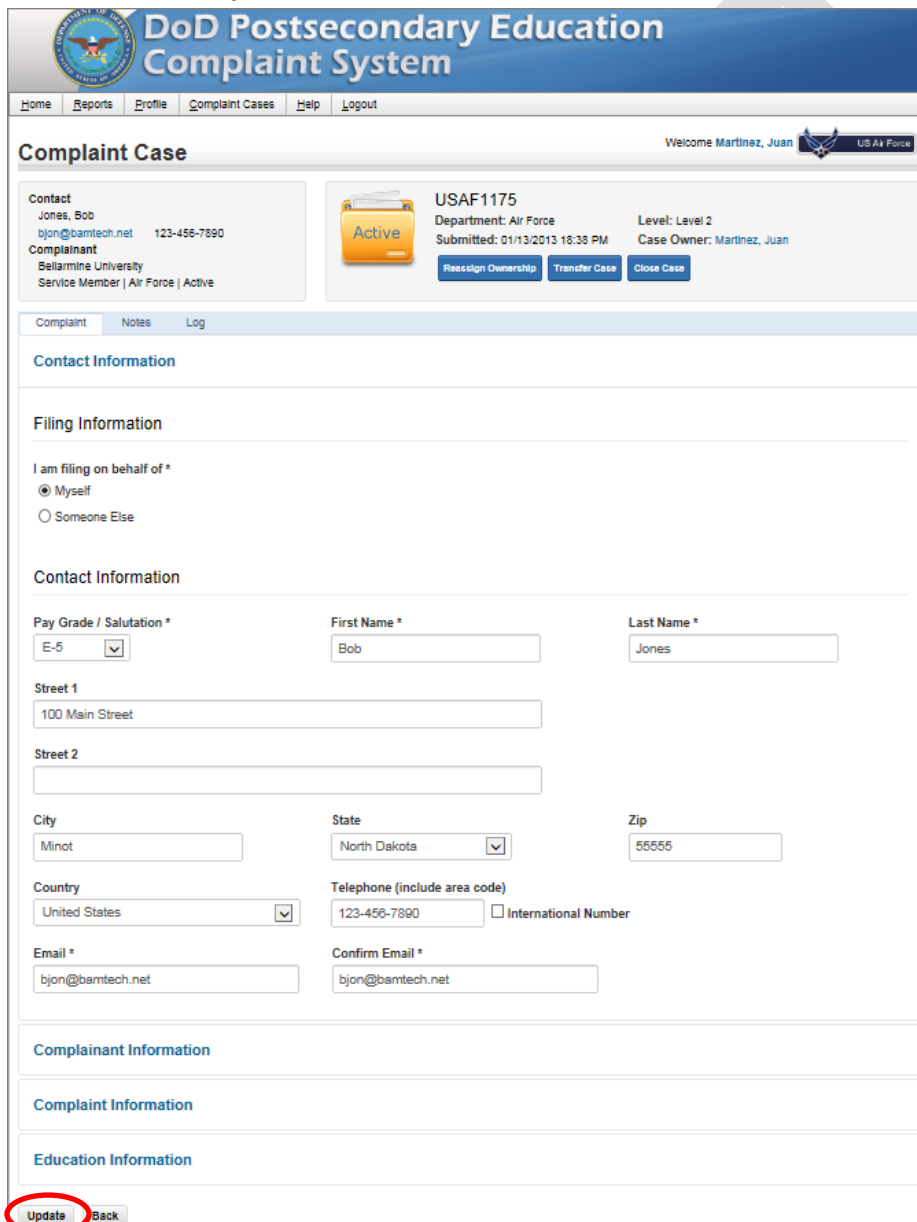
## Editing Complaint Cases

Users have the ability to edit complaint cases that meet the following criteria:

- User is the assigned case owner
- Complaint case is in an *Active* status

To edit a complaint case:

1. Access a complaint case in an Active status (you must be the assigned case owner).
2. Make the desired edit.
3. Click the **Update** button.



The screenshot displays the 'DoD Postsecondary Education Complaint System' interface. At the top, there is a navigation bar with links for Home, Reports, Profile, Complaint Cases, Help, and Logout. The user is logged in as 'Welcome Martinez, Juan' with a 'US Air Force' profile icon. The main content area is titled 'Complaint Case' and shows details for case 'USAF1175'. The case is in an 'Active' status, as indicated by an orange 'Active' badge. The case owner is 'Martinez, Juan'. Below the case details, there are tabs for 'Complaint', 'Notes', and 'Log'. The 'Complaint' tab is selected, showing a form for 'Contact Information'. The form includes fields for 'Pay Grade / Salutation' (E-5), 'First Name' (Bob), 'Last Name' (Jones), 'Street 1' (100 Main Street), 'Street 2', 'City' (Minot), 'State' (North Dakota), 'Zip' (55555), 'Country' (United States), 'Telephone' (123-456-7890), and 'Email' (bjon@bamtech.net). The 'Update' button is circled in red at the bottom left of the form.



## Complaint Case Notes

Complaint System users can enter notes into complaint case records regardless of the case status (Pending, Active or Closed). A case note's author is permitted to edit or email a note to the complaint POC.

To enter a complaint case note:

1. Access the desired complaint case.
2. Click the **Notes** tab.
3. Click the **Add Note** button.
4. Enter the desired note text.
5. Click the **Add** button.

The screenshot displays the DoD Postsecondary Education Complaint System interface. At the top, there is a navigation menu with links for Home, Reports, Profile, Complaint Cases, Help, and Logout. The main header area shows the system name and a welcome message for 'Martinez, Juan'. Below this, the 'Complaint Case' section displays details for case USAF1175, including the contact information for Jones, Bob, the complainant BELLARMINE UNIVERSITY, and the case status 'Active'. The 'Notes' tab is selected, and the 'Add Note' button is circled in red. A red callout box highlights the 'Add Note' button and the 'Add' button at the bottom of the note editor. The note editor includes a rich text editor with a toolbar and a checkbox for 'Email note to complaint case contact'.

## Email a Complaint Case Note

The author of a complaint case note has the option to email a note to the complainant. Additionally, the author has the option to include their contact information (Name, phone number and email address) into the body of the email text. Contact information is pulled from the user's profile.

To email a complaint case note (during note creation):

1. Access a case's Note area and click **Add Note**.
2. Enter note text.
3. Mark the Email note to complaint case contact checkbox.
4. Mark the checkbox to include contact information (OPTIONAL)
5. Click the **Add** button.

The screenshot displays the 'DoD Postsecondary Education Complaint System' interface. The top navigation bar includes 'Home', 'Reports', 'Profile', 'Complaint Cases', 'Help', and 'Logout'. The user is logged in as 'Martinez, Juan' from the 'US Air Force'. The main content area shows a 'Complaint Case' for 'USAF1175' with details: Department: Air Force, Level: Level 2, Submitted: 01/13/2013 18:38 PM, and Case Owner: Martinez, Juan. The 'Complainant' is 'BELLARMINE UNIVERSITY' (Service Member | Air Force | Active). The 'Notes' section is active, showing a rich text editor with a toolbar and a large empty text area. Below the editor, two checkboxes are highlighted with a red circle:  Email note to complaint case contact and  Include my contact information (full name, email address, and phone) in email sent to complaint case contact. The 'Add' and 'Cancel' buttons are at the bottom.

To email a complaint case note (after note has been created):

1. Case note's author accesses the Note area of a complaint case.
2. Click the **Email** button associated to the desired note.
3. Mark the checkbox to include your contact information (OPTIONAL)
4. Click the **Send** button.

The screenshot displays the 'DoD Postsecondary Education Complaint System' interface. At the top, there is a navigation bar with links for Home, Reports, Profile, Complaint Cases, Help, and Logout. The user is logged in as 'Martinez, Juan' (US Air Force). The main content area shows a 'Complaint Case' for 'USAF1175', which is 'Active'. The case details include: Department: Air Force, Level: Level 2, Submitted: 01/13/2013 18:38 PM, and Case Owner: Martinez, Juan. The contact information for 'Jones, Bob' is provided: bjon@bamtech.net, 123-456-7890. The complainant is 'BELLARMINE UNIVERSITY, Service Member | Air Force | Active'. A red arrow points to the 'Notes' tab, with the text 'Click to view Notes section'. Below this, the 'Add Note' form is shown, which includes a rich text editor with the following text: 'Hello, I have contacted your school and discussed your complaint with them. Your advisor has stated that you should, in fact, be able to transfer 45 s.h. of your previously earned college credit. Once you submit an official transcript your previously earned credit will be evaluated and applied toward your required coursework at Bellarmine University.' The form also has a checkbox for 'Include my contact information (full name, email address, and phone) in email sent to complaint case contact' and buttons for 'Send' and 'Cancel'. On the right side of the interface, there are 'Edit' and 'Email' buttons for the note, with a red circle highlighting the 'Email' button.

## Reassigning Complaint Cases

A user can Reassign *Active* complaint cases they own to another user within the same Level and Department. Reassigning ownership is a lateral movement of a case to another user that shares your Level and Department.

To Reassign a complaint case:

1. View a complaint case that you own.
2. Click the **Reassign Ownership** button.



The screenshot displays the DoD Complaint System interface. At the top, there is a navigation bar with the following links: Home, Reports, Profile, Complaint Cases, Help, and Logout. The main header area features the DoD Complaint System logo and several departmental seals. A welcome message reads "Welcome Martinez, Juan to VEMIS!" with a "US Air Force" indicator.

The main content area is titled "Complaint Case" and shows details for case USAF1175. The case status is "Active". The contact information for the complainant is Jones, Bob (bjon@bamech.net, 123-456-7890). The case is filed by BELLARMINE UNIVERSITY, a Service Member in the Air Force. The case details include: Department: Air Force, Level: Level 2, Submitted: 01/13/2013 18:38 PM, and Case Owner: Martinez, Juan. Three buttons are visible: "Reassign Ownership" (circled in red), "Transfer Case", and "Close Case".

Below the case details, there are tabs for "Complaint", "Notes", and "Log". The "Complaint" tab is active, showing "Contact Information" and "Filing Information". Under "Filing Information", the user is asked "I am filing on behalf of\*" with radio buttons for "Myself" (selected) and "Someone Else". Under "Contact Information", there are input fields for "Rank / Salutation \*" (E-5), "First Name \*" (Bob), and "Last Name \*" (Jones).

3. Select the user to be reassigned the complaint case.
4. Enter a reassign reason note (required)
5. Click the **Reassign** button.

**DoD Complaint System**

Home Reports Profile Complaint Cases Help Logout

Welcome **Martinez, Juan** to VEMIS! US Air Force

### Complaint Case - Reassign

**Contact**  
Jones, Bob  
bjon@bamtech.net 123-456-7890

**Complainant**  
BELLARMINE UNIVERSITY  
Service Member | Air Force | Active

**USAF1175**  
Department: Air Force Level: Level 2  
Submitted: 01/13/2013 18:38 PM Case Owner: Martinez, Juan

**Active**  
Reassign Ownership Transfer Case Close Case

**Information:** Complaint cases can be reassigned to another user within the same level and department. If you wish to reassign to a user in a different level or department please use the Transfer action.

**Reassign to User \***  
-- Select --

**Note (reassign reason) \***

Design HTML Preview

**Reassign** Cancel

## Transferring Complaint Cases

Users can transfer *Active* complaint cases they own to another Level, Department or User. Only Level 2 and Level 3 (OSD) users have the ability to transfer a case to another Department. Level 1 users are restricted to transferring a case up one level and Level 2 users can transfer up or down one Level.

The screenshot displays the DoD Complaint System interface. At the top, there is a navigation bar with links for Home, Reports, Profile, Complaint Cases, Help, and Logout. Below this is a header for the "Complaint Case" with a welcome message for "Martinez, Juan to VEMIS!".

The main content area shows details for case USAF1175. It includes a contact card for Bob Jones (bjon@bamtech.net, 123-456-7890) from Bellarmine University. The case status is "Active". Key details include: Department: Air Force, Level: Level 2, Submitted: 01/13/2013 18:38 PM, and Case Owner: Martinez, Juan. Three buttons are visible: "Reassign Ownership", "Transfer Case" (highlighted with a red circle), and "Close Case".

Below the case details are several sections for form completion:

- Contact Information:** Includes tabs for Complaint, Notes, and Log.
- Filing Information:** A section for "I am filing on behalf of" with radio buttons for "Myself" (selected) and "Someone Else".
- Contact Information (Form):** Fields for Rank / Salutation (E-5), First Name (Bob), Last Name (Jones), Street 1 (100 Main Street), Street 2, City (Minot), State (North Dakota), Zip (55555), Country (USA), Telephone (123-456-7890), and Email (bjon@bamtech.net).
- Complainant Information:** A section for providing complainant details.
- Complaint Information:** A section for providing complaint details.
- Education Information:** A section for providing education details.

At the bottom of the form are "Update" and "Back" buttons.

To transfer a case to another Level:

Users assigned to a Level 2 or Level 3 (OSD) Complaint Case Role have the ability to transfer a case up or down one level. Users must be the case owner to transfer a complaint.

1. View a complaint case that you own.
2. Click the **Transfer Case** option.

The screenshot displays the DoD Complaint System interface. At the top, there is a navigation bar with the system name and logos for various military departments. Below this is a user welcome message: "Welcome Martinez, Juan to VEMIS!". The main content area shows a case titled "USAF1175" with a status of "Active". The case details include: Department: Air Force, Level: Level 2, Submitted: 01/13/2013 18:38 PM, and Case Owner: Martinez, Juan. There are three buttons: "Reassign Ownership", "Transfer Case" (highlighted with a red circle), and "Close Case". The interface also includes sections for "Contact Information" (Jones, Bob), "Filing Information" (I am filing on behalf of \* Myself), and a form for "Contact Information" with fields for Rank / Salutation (E-5), First Name (Bob), and Last Name (Jones).

3. Select the new Level you wish to transfer the complaint case.
4. Enter a transfer reason note (required)
5. Click the Transfer button.

**DoD Complaint System**

Home Reports Profile Complaint Cases Help Logout

Welcome Martinez, Juan to VEMIS! US Air Force

### Complaint Case - Transfer

**Contact**  
Jones, Bob  
bjon@bamtech.net 123-456-7890

**Complainant**  
BELLARMINE UNIVERSITY  
Service Member | Air Force | Active

**Active** USAF1175  
Department: Air Force Level: Level 2  
Submitted: 01/13/2013 18:38 PM Case Owner: Martinez, Juan

Reassign Ownership Transfer Case Close Case

**Info** Complaint cases can be transferred to another level and/or department. If a user is not selected the complaint case will go to the pending queue of the selected level and department. The current case level and department are preselected.

Level \*  **Select new case Level** Department \*  Transfer to User (optional)

Note (transfer reason) \*

Design HTML Preview

**Transfer** Cancel



To transfer a case to another Department:

Users assigned to a Complaint Case Role of Level 2 or Level 3 (OSD) have the ability to transfer a case to another Department. Users must be the assigned case owner to transfer a complaint.

1. View a complaint case that you own.
2. Select the Department that you wish to transfer the complaint case.
3. Click the **Transfer** button.

**DoD Complaint System**

Home Reports Profile Complaint Cases Help Logout

Welcome **Martinez, Juan** to VEMIS! **US Air Force**

### Complaint Case - Transfer

**Contact**  
Jones, Bob  
bjon@bamtech.net 123-456-7890

**Complainant**  
BELLARMINE UNIVERSITY  
Service Member | Air Force | Active

**Active** **USAF1175**  
Department: Air Force Level: Level 2  
Submitted: 01/13/2013 18:38 PM Case Owner: Martinez, Juan

Reassign Ownership Transfer Case Close Case

**Information:** Complaint cases can be transferred to another level and/or department. If a user is not selected the complaint case will go to the pending queue of the selected level and department. The current case level and department are preselected.

Level \* Department \* Transfer to User (optional)  
Level 2 Air Force -- Select --

Note (transfer reason) \*

Design HTML Preview

**Transfer** Cancel

Selects appropriate Department

To transfer a case to another User:

Users have the ability to transfer their *Active* complaint cases to another user. A system generated (Do Not Reply) email notification will be sent to the new owner when a case has been transferred to them.

- Level 1 users can transfer cases to users that share their Level and Department only.
- Level 2 users can transfer cases to specific Level 1 and Level 2 users.
- Level 3 users can transfer cases to specific Level 2 and Level 3 (OSD) users.

To transfer a case to another user:

1. View a complaint case that you own.
2. Select the User that you wish to become the newly assigned case owner.
3. Click the **Transfer** button.

**DoD Complaint System**

Home Reports Profile Complaint Cases Help Logout

Welcome **Martinez, Juan** to VEMIS! US Air Force

### Complaint Case - Transfer

**Contact**  
Jones, Bob  
bjon@bamtech.net 123-456-7890

**Complainant**  
BELLARMINE UNIVERSITY  
Service Member | Air Force | Active

**Active** USAF1175  
Department: Air Force Level: Level 2  
Submitted: 01/13/2013 18:38 PM Case Owner: Martinez, Juan

Reassign Ownership Transfer Case Close Case

**Information:** Complaint cases can be transferred to another level and/or department. If a user is not selected the complaint case will go to the pending queue of the selected level and department. The current case level and department are preselected.

Level \* Department \* Transfer to User (optional)  
Level 2 Air Force -- Select --

Note (transfer reason) \*

Design HTML Preview

**Transfer** Cancel

## Closing Compliant Cases

Owners of *Active* complaint cases have the ability to close cases when deemed appropriate. When closing cases, users must select a Close Reason and have the option to enter notes.


Level 1 and Level 2 users must select one of the following Close Reasons:

- Resolved
- Duplicate

Level 3 (OSD) users must select one of the following Close Reasons:

- Resolved
- Duplicate
- Forwarded to FTC for action by Dept of Justice
- Forwarded to FTC for action by Dept of Veterans Affairs
- Forwarded to FTC for action by Dept of Education

To close a complaint case:

1. Access a complaint case you own via the navigation bar menu or My Cases dock.
2. Click the  icon to view the desired complaint case details.



The screenshot displays the DoD Complaint System interface. The top navigation bar includes links for Home, Reports, Profile, Complaint Cases, Help, and Logout. The 'My Cases' section is highlighted with a red box and contains a search form with fields for Status (Active), Case ID, External Case ID, and School Name. Below the search form, a table lists three cases found:

Case ID	External Case ID	Department	Level	Status	Case Owner	Contact Name	School	Submitted Date
USAF1175		Air Force	Level 2	Active	Martinez, Juan	Jones, Bob	BELLARMINE UNIVERSITY	01/13/2013
USAF1176		Air Force	Level 2	Active	Martinez, Juan	Dwight, Tim	Colorado Mesa University	01/13/2013
USAF1177		Air Force	Level 2	Active	Martinez, Juan	Jones, Heather	UNIVERSITY OF MARY	01/13/2013

A red arrow points from the 'My Cases' section to a table on the right side of the page, which shows a count of cases:

Count
3
Count
1
7
10

3. Click the **Close Case** option.

The screenshot displays the DoD Complaint System interface. At the top, there is a navigation bar with links for Home, Reports, Profile, Complaint Cases, Help, and Logout. The main header area features the DoD Complaint System logo and several departmental seals. A user greeting reads "Welcome Martinez, Juan to VEMIS!" with a "US Air Force" badge.

The central section is titled "Complaint Case" and contains the following information:

- Contact:** Jones, Heather; Email: hjones@bamtech.net; Phone: 123-123-4456
- Complainant:** UNIVERSITY OF MARY; Service Member | Air Force | Active
- Case ID:** USAF1177
- Department:** Air Force
- Level:** Level 2
- Submitted:** 01/13/2013 18:52 PM
- Case Owner:** Martinez, Juan

Below this information are three buttons: "Reassign Ownership", "Transfer Case", and "Close Case". The "Close Case" button is circled in red.

Below the buttons is a tabbed interface with "Complaint", "Notes", and "Log" tabs. The "Complaint" tab is active, showing sections for "Contact Information", "Filing Information", and another "Contact Information" section.

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

The second "Contact Information" section contains three input fields:

- Rank / Salutation \*:** A dropdown menu showing "E-3".
- First Name \*:** A text input field containing "Heather".
- Last Name \*:** A text input field containing "Jones".

4. Select a Close Reason.
5. Enter a Note (optional).
6. Click the **Close** button.

The screenshot displays the 'DoD Complaint System' interface. At the top, there is a navigation bar with links for Home, Reports, Profile, Complaint Cases, Help, and Logout. Below this is a header section with the system name and several military branch logos. The main content area is titled 'Complaint Case - Close' and includes a welcome message for 'Martinez, Juan'. The case details are as follows:

- Contact:** Jones, Heather (hjjones@bamtech.net, 123-123-4456)
- Complainant:** UNIVERSITY OF MARY (Service Member | Air Force | Active)
- Case ID:** USAF1177
- Department:** Air Force
- Level:** Level 2
- Submitted:** 01/13/2013 18:52 PM
- Case Owner:** Martinez, Juan

Below the case details, there is a yellow information box stating: 'Once a complaint case is closed it can no longer be edited. Only case notes can be added/edited.' The 'Close Reason' dropdown menu is set to 'Resolved'. A rich text editor for a 'Note (optional)' is present, with a toolbar including options for bold, italic, underline, and list. At the bottom, there is a checkbox for 'Email note to complaint case contact' and a 'Close' button circled in red.

## Escalating Complaint Cases to FTC for Further Action

Users assigned to a Level 3 (OSD) Complaint Case Role have the ability to forward complaint cases to the FTC's Consumer Sentinel Network system for further action by the Department of Justice, Veterans Affairs or Education. Complaint cases are forwarded to FTC for further action by a Level 3 (OSD) selecting the appropriate Close Reason. When a case is closed with a Forwarded to FTC reason, a system generated (Do Not Reply) email is sent to the appropriate Department POC(s).

To escalate a case to FTC for further action:

1. Access an *Active* complaint case you own (You must be assigned to a Level 3 Complaint Case Role).
2. Click the **Close Case** option.



The screenshot displays the DoD Complaint System interface. At the top, there is a navigation bar with links for Home, Reports, Profile, Complaint Cases, VEMIS Admin, Help, and Logout. The main header area includes the DoD Complaint System logo and several departmental seals. Below the navigation bar, the user is logged in as "Winters, Jeremy" with the role "OSD".

The main content area shows a "Complaint Case" for "USA1053". The case status is "Active", indicated by a yellow folder icon. The case details include: Department: OSD, Level: Level 3, Submitted: 11/06/2012 11:08 AM, and Case Owner: Winters, Jeremy. Three buttons are visible: "Reassign Ownership", "Transfer Case", and "Close Case". The "Close Case" button is circled in red.

Below the case details, there are tabs for "Complaint", "Notes", and "Log". The "Contact Information" section is expanded, showing the following information:

- Contact:** Jones, Christopher, christopher.jones@fakemail.com, 858-787-1005
- Complainant:** ART INSTITUTE OF CALIFORNIA - SAN DIEGO (THE), Service Member | Army | Reserve

The "Filing Information" section includes a radio button selection for "I am filing on behalf of \*":

- Myself
- Someone Else

The "Contact Information" section includes a form with the following fields:

- Rank / Salutation \*: E-3 (dropdown menu)
- First Name \*: Christopher (text input)
- Last Name \*: Jones (text input)

3. Select the appropriate Close Reason
4. Enter additional Notes (optional)
5. Click the **Close** button.

**DoD Complaint System**

Home Reports Profile Complaint Cases VEMIS Admin Help Logout

Welcome Winters, Jeremy to VEMIS! OSD

### Complaint Case - Close

**Contact**  
 Jones, Christopher  
 christopher.jones@fakemail.com 858-787-1005

**Complainant**  
 ART INSTITUTE OF CALIFORNIA - SAN DIEGO (THE)  
 Service Member | Army | Reserve

**USA1053**  
 Department: OSD Level: Level 3  
 Submitted: 11/06/2012 11:08 AM Case Owner: Winters, Jeremy

Reassign Ownership Transfer Case **Close Case**

Once a complaint case is closed it can no longer be edited. Only case notes can be edited.

**Close Reason \***  
 Resolved

**Note (optional)**

Design HTML Preview

Email note to complaint case contact

**Close** Cancel

**Resolved**  
 Duplicate  
 Forwarded to FTC for action by Dept of Justice  
 Forwarded to FTC for action by Dept of Veterans Affairs  
 Forwarded to FTC for action by Dept of Education

**User has option to include their Note in the body of the system generated email.**

## Complaint Case Log

Each complaint case contains a Log that records specific case activity. A user accesses a complaint case Log by viewing the desired complaint case and clicking the **Log** tab.

To view a complaint case's Log:

1. Access a complaint case.
2. Select the **Log** tab.

The screenshot displays the 'DoD Postsecondary Education Complaint System' interface. At the top, there is a navigation menu with 'Home', 'Reports', 'Profile', 'Complaint Cases', 'Help', and 'Logout'. Below the navigation, the user is logged in as 'Welcome Martinez, Juan' with a 'US Air Force' profile picture. The main content area is titled 'Complaint Case' and shows details for case 'USAF1175'. The case is 'Active' and is owned by 'Martinez, Juan'. The case was submitted on '01/13/2013 18:38 PM' and is at 'Level: Level 2'. There are buttons for 'Reassign Ownership', 'Transfer Case', and 'Close Case'. Below the case details, there is a table with tabs for 'Complaint', 'Notes', and 'Log'. A red arrow points to the 'Log' tab with the text 'Click the Log tab'. The table below shows a list of case activity with columns for Case Status, Case Level, Department, Assigned To, Assigned Date, Case Closed Reason, Case Closed Date, Updated By, and Updated Date. The 'Updated Date' column is highlighted in orange, and a red callout box points to it with the text 'Highlighted text indicates updated information'.

Case Status	Case Level	Department	Assigned To	Assigned Date	Case Closed Reason	Case Closed Date	Updated By	Updated Date
Active	Level 2	Air Force	Martinez, Juan	4/8/2013 10:42:04 AM			Martinez, Juan	4/8/2013 10:42:04 AM
Pending	Level 2	Air Force					Martinez, Juan	2/20/2013 11:45:29 AM
Active	Level 2	Air Force	Martinez, Juan	2/19/2013 8:34:22 AM			Martinez, Juan	2/19/2013 8:34:22 AM
Pending	Level 2	Air Force					Martinez, Juan	2/19/2013 8:31:43 AM
Active	Level 2	Air Force	Martinez, Juan	1/14/2013 11:45:44 AM			Martinez, Juan	1/14/2013 11:45:44 AM
Pending	Level 2	Air Force						1/13/2013 6:38:36 PM

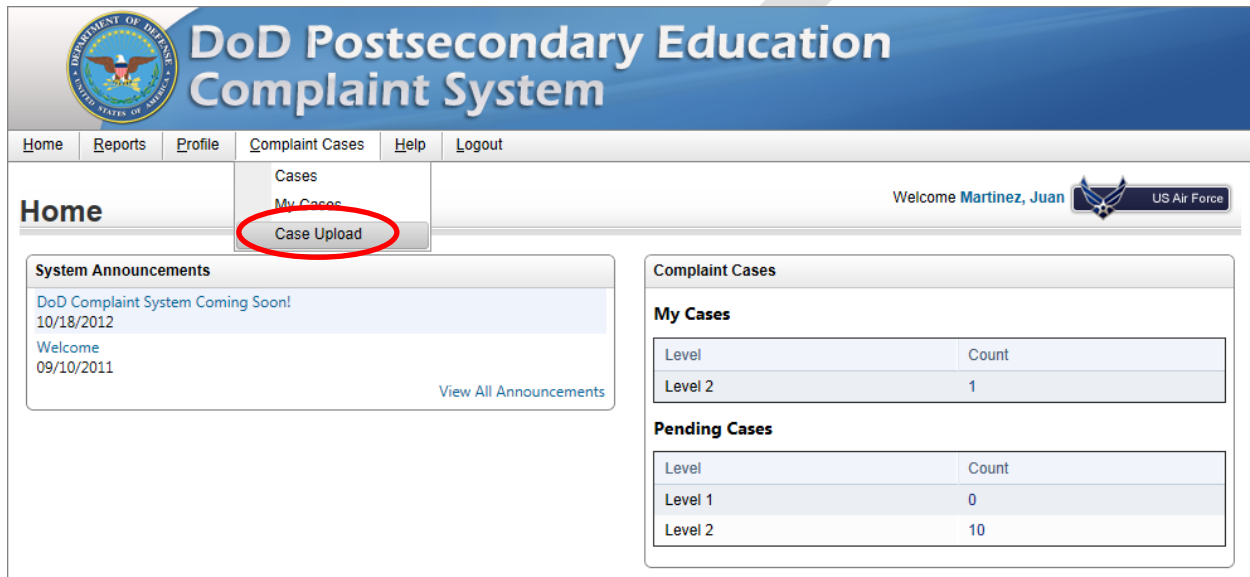


## Upload complaint cases via XML file

Level 1, Level 2 and level 3 (OSD) users have the option to upload complaint cases via XML file. Cases uploaded to PECS must be in a Level 2, *Pending* or *Closed*, status. When cases are uploaded via XML file a case will be created in PECS and assigned a unique Complaint System ID number. The Case Upload area contains a Template, Reference Document & Example to guide a user through the upload process.

To upload complaint cases via XML file:

1. Hover over the **Complaint Cases** navigation bar option and select **Case Upload**.



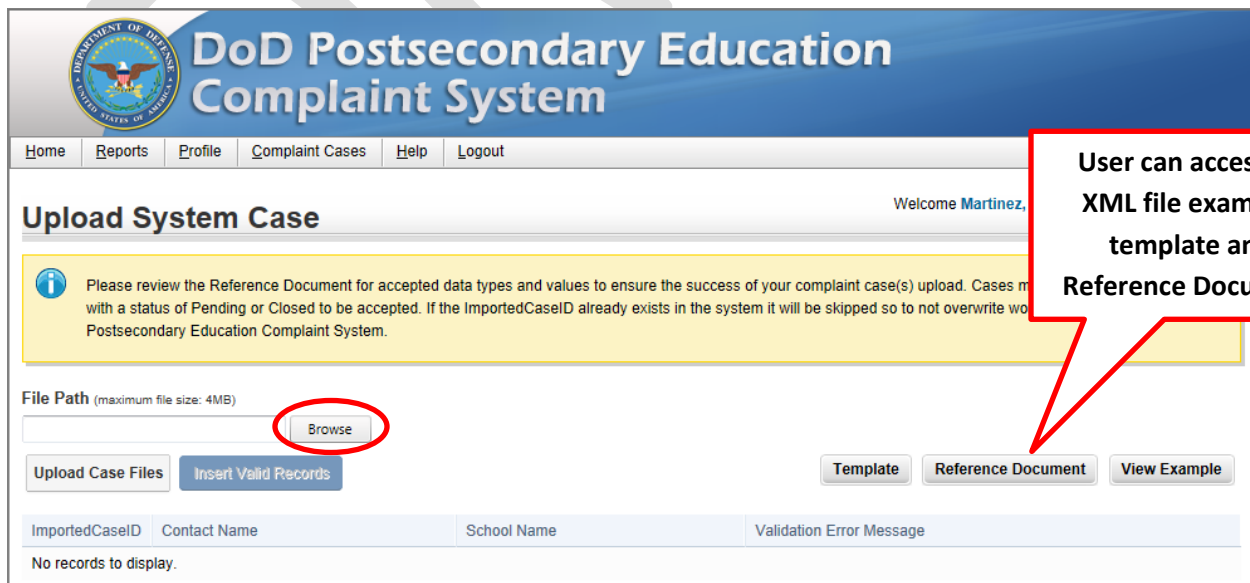
The screenshot shows the home page of the DoD Postsecondary Education Complaint System. The navigation bar includes Home, Reports, Profile, Complaint Cases, Help, and Logout. The 'Complaint Cases' menu is open, showing 'Cases', 'My Cases', and 'Case Upload' (circled in red). The main content area features 'System Announcements', 'Complaint Cases' summary, and 'My Cases' and 'Pending Cases' tables.

Level	Count
Level 2	1

Level	Count
Level 1	0
Level 2	10

2. Click the **Browse** button and select an XML file to upload.



The screenshot shows the 'Upload System Case' page. A yellow information banner at the top provides instructions on data types and values. Below it, the 'File Path' field is shown with a 'Browse' button circled in red. At the bottom, there are buttons for 'Template', 'Reference Document', and 'View Example'. A red callout box points to these buttons with the text: 'User can access an XML file example, template and Reference Document'.

3. Click the **Upload Case Files** button.

**DoD Postsecondary Education Complaint System**

Home Reports Profile Complaint Cases Help Logout

Welcome **Martinez, Juan** US Air Force

**Upload System Case**

**i** Please review the Reference Document for accepted data types and values to ensure the success of your complaint case(s) upload. Cases must be uploaded as Level 2 with a status of Pending or Closed to be accepted. If the ImportedCaseID already exists in the system it will be skipped so as not to overwrite work done within the DoD Postsecondary Education Complaint System.

File Path (maximum file size: 4MB)  
Complaint Case SJ.xml

**DoD Postsecondary Education Complaint System**

Home Reports Profile Complaint Cases Help Logout

Welcome **Martinez, Juan** US Air Force

**Upload System Case**

**i** Please review the Reference Document for accepted data types and values to ensure the success of your complaint case(s) upload. Cases must be uploaded as Level 2 with a status of Pending or Closed to be accepted. If the ImportedCaseID already exists in the system it will be skipped so as not to overwrite work done within the DoD Postsecondary Education Complaint System.

File Path (maximum file size: 4MB)

ImportedCaseID	Contact Name	School Name	Validation Error Message
564568	Jones, Sam	UNIVERSITY OF NORTH CAROLINA AT WILMINGTON	
109390	Doe, John	UNIVERSITY OF VIRGINIA	
109391	Reeves, James	UNIVERSITY OF VIRGINIA	

4. Click the **Insert Valid Records** button.
5. Click **OK** on the confirmation messages.

**DoD Postsecondary Education Complaint System**

Home Reports Profile Complaint Cases Help Logout

Welcome **Martinez, Juan** US Air Force

### Upload System Case

**i** Please review the Reference Document for accepted data types and values to ensure the success of your complaint case(s) upload. Cases must be uploaded as Level 2 with a status of Pending or Closed to be accepted. If the ImportedCaseID already exists in the system it will be skipped so to not overwrite work done within the DoD Postsecondary Education Complaint System.

File Path (maximum file size: 4MB)  
 Browse

Upload Case Files **Insert Valid Records** Template Reference Document View Example

ImportedCaseID	Contact Name	Name	Validation Error Message
564568	Jones, Sam	UNIVERSITY OF NORTH CAROLINA AT WILMINGTON	
109390	Doe, John	UNIVERSITY OF NORTH CAROLINA AT WILMINGTON	
109391	Reeves, James	UNIVERSITY OF NORTH CAROLINA AT WILMINGTON	

Message from webpage

**?** Are you sure you want to add these complaint cases to VEMIS?  
Complaint cases cannot be deleted once they have been entered.

OK Cancel

Message from webpage

**!** Successfully uploaded complaint cases.

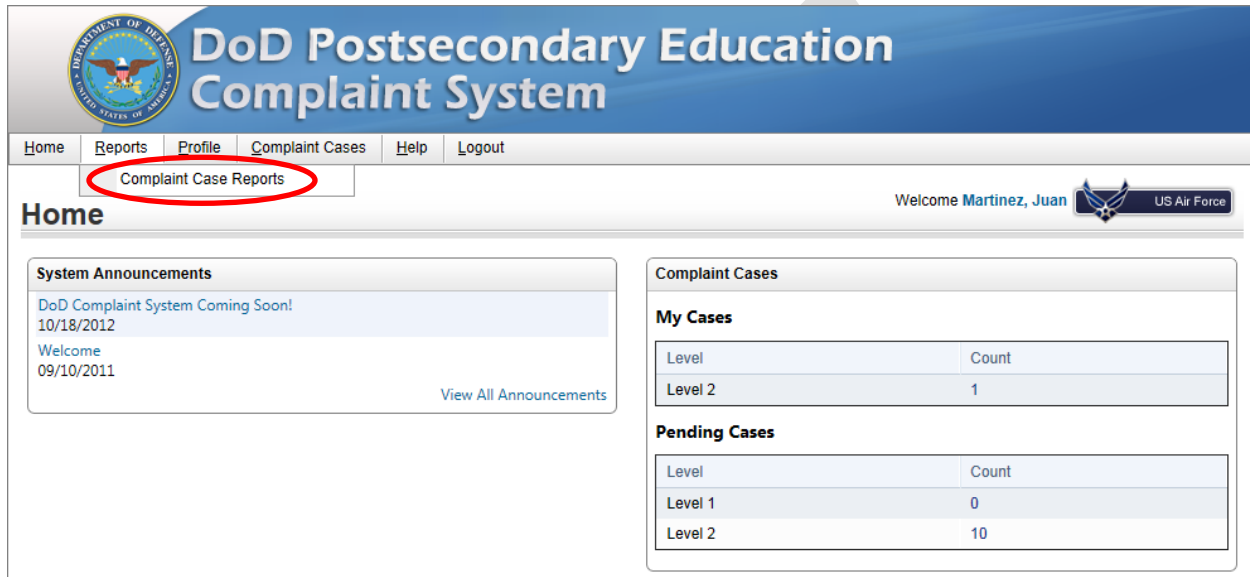
OK

## Complaint Case Reports

Users have the ability to run complaint case related reports. Level 1 and Level 2 Complaint Case Role users can run reports pertaining to their Department only. Level 3 (OSD) users can run reports for all Departments.

To run a complaint case report:

1. Hover over the **Reports** navigation bar option and select **Complaint Case Reports**.



**DoD Postsecondary Education Complaint System**

Home Reports Profile Complaint Cases Help Logout

Complaint Case Reports

Welcome Martinez, Juan US Air Force

**Home**

**System Announcements**

DoD Complaint System Coming Soon!  
10/18/2012  
Welcome  
09/10/2011

[View All Announcements](#)

**Complaint Cases**

**My Cases**

Level	Count
Level 2	1

**Pending Cases**

Level	Count
Level 1	0
Level 2	10

2. Establish desired report criteria (i.e. Date Range, Rank Group, Service).

The screenshot displays the 'DoD Postsecondary Education Complaint System' interface. At the top left is the Department of Defense logo. The main header reads 'DoD Postsecondary Education Complaint System'. A navigation menu includes 'Home', 'Reports', 'Profile', and 'Complaint Cases'. A user greeting 'Welcome Martinez, Juan' and 'US Air Force' is visible on the right. The central section is titled 'Complaint Case Reports' and contains a search filter panel. This panel includes a magnifying glass icon, 'Fiscal Year' (set to 2013), 'Date Range' (with 'min' and 'max' input fields), 'Rank Group' (set to 'All'), and 'Service' (set to 'Air Force'). A red box highlights the 'Date Range' section in the top panel, with red arrows pointing to the 'Date Range' label in the main filter panel. Below the filter panel are three expandable report sections: 'Number of Complaint Cases by School', 'Complaint Cases by Education Benefit', and 'Complaint Cases by Issue', each with a brief description and 'Criteria Used'.

**Complaint Case Reports**

Welcome Martinez, Juan US Air Force

**Fiscal Year** **Date Range**

Fiscal Year: 2013

Rank Group: All

Service: Air Force

▶ **Number of Complaint Cases by School**  
Report provides a list of schools and the total number of complaint cases filed against them. Report results include all complaint cases with a submitted date between the selected date ranges.  
**Criteria Used:** Supplied date range, Service, Rank Group

▶ **Complaint Cases by Education Benefit**  
Report provides the total number of complaint cases by Education Benefit for complaints submitted between the selected date range.  
**Criteria Used:** Supplied date range, Service, Rank Group

▶ **Complaint Cases by Issue**  
Report provides the total number of complaint cases by Issue for complaints submitted between the selected date range.  
**Criteria Used:** Supplied date range, Service, Rank Group

3. Click the desired report title to run the report.

The screenshot shows the 'DoD Postsecondary Education Complaint System' interface. At the top, there is a navigation bar with links for Home, Reports, Profile, Complaint Cases, Help, and Logout. Below this is a 'Complaint Case Reports' section with a search bar and filters for Fiscal Year (2013), Rank Group (All), and Service (Air Force). A red circle highlights the 'Number of Complaint Cases by School' report title in the left sidebar. A red arrow points from this title to a larger inset window showing the report's content. The inset window displays the report title, a 'Return to Reports' button, and a table of schools and their respective number of cases. A red dashed box highlights the 'Cases' column header with the text 'Click to sort results by column header'.

**Number of Complaint Cases by School**

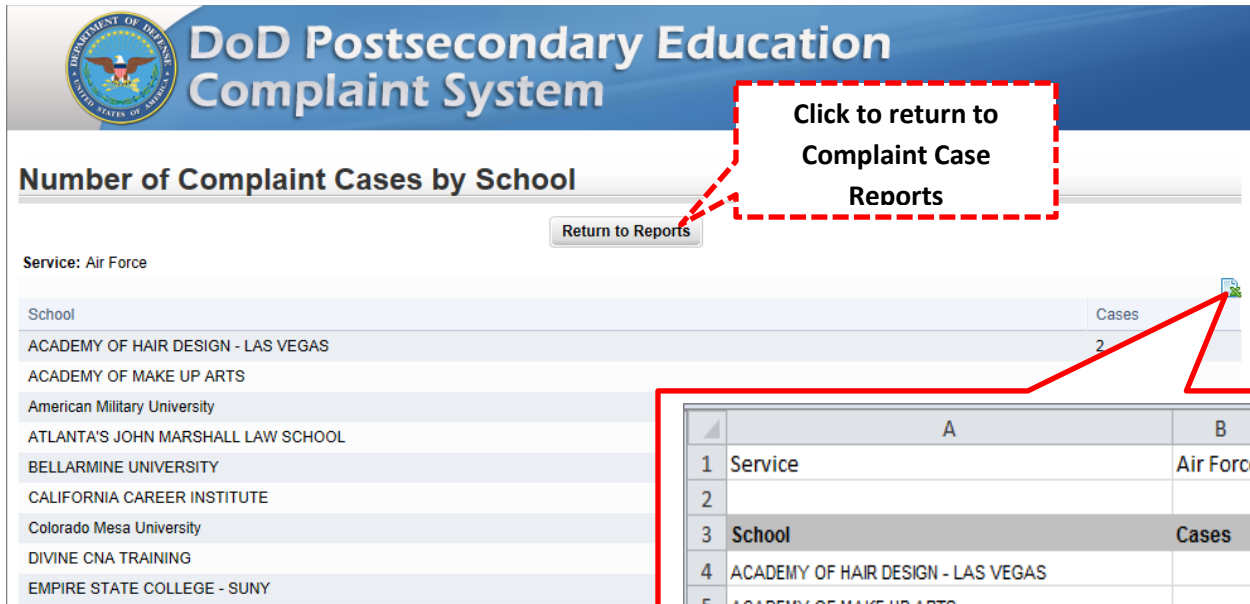
Report provides a list of schools and the total number of complaint cases filed against them. Report results include all complaint cases with a submitted date between the selected date ranges.

Criteria Used: Supplied d

Service: Air Force

School	Cases
ACADEMY OF HAIR DESIGN - LAS VEGAS	2
ACADEMY OF MAKE UP ARTS	1
American Military University	3
ATLANTA'S JOHN MARSHALL LAW SCHOOL	1
BELLARMINE UNIVERSITY	1
CALIFORNIA CAREER INSTITUTE	1
Colorado Mesa University	1
DIVINE CNA TRAINING	1
EMPIRE STATE COLLEGE - SUNY	1

- Select the  icon to export report results to an Excel document.



**DoD Postsecondary Education Complaint System**

**Number of Complaint Cases by School**

Service: Air Force

Return to Reports

School	Cases
ACADEMY OF HAIR DESIGN - LAS VEGAS	2
ACADEMY OF MAKE UP ARTS	
American Military University	
ATLANTA'S JOHN MARSHALL LAW SCHOOL	
BELLARMINE UNIVERSITY	
CALIFORNIA CAREER INSTITUTE	
Colorado Mesa University	
DIVINE CNA TRAINING	
EMPIRE STATE COLLEGE - SUNY	

Click to return to Complaint Case Reports

	A	B
1	Service	Air Force
2		
3	<b>School</b>	<b>Cases</b>
4	ACADEMY OF HAIR DESIGN - LAS VEGAS	2
5	ACADEMY OF MAKE UP ARTS	1
6	American Military University	3
7	ATLANTA'S JOHN MARSHALL LAW SCHOOL	1
8	BELLARMINE UNIVERSITY	1
9	CALIFORNIA CAREER INSTITUTE	1
10	Colorado Mesa University	1
11	DIVINE CNA TRAINING	1
12	EMPIRE STATE COLLEGE - SUNY	1

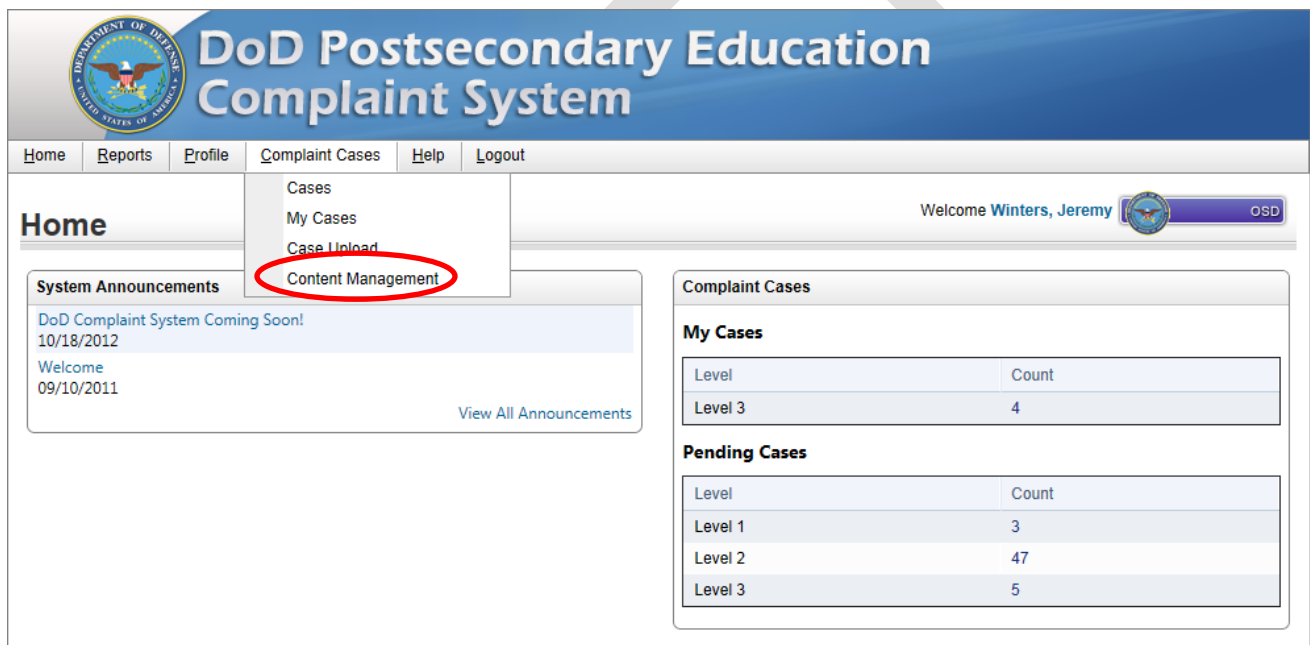
## Content Manage Complaint Intake Pages

Level 3 (OSD) Complaint Case Role users have the ability to content manage specific DoD Postsecondary Education Complaint online intake form pages. The following complaint intake pages are content manageable by Level 3 (OSD) users:

- Veterans benefits question
- Welcome page text
- Complaint Intake FAQs

To content manage a complaint intake page:

1. Level 3 (OSD) user hovers over the **Complaint Cases** navigation bar option and selects **Content Management**.




The screenshot displays the DoD Postsecondary Education Complaint System interface. The header includes the Department of Defense logo and the system title. The navigation bar contains links for Home, Reports, Profile, Complaint Cases, Help, and Logout. A dropdown menu is open under 'Complaint Cases', with 'Content Management' highlighted in red. The main content area shows a 'Home' section with system announcements, a 'Complaint Cases' section with 'My Cases' and 'Pending Cases' tables, and a user profile for 'Winters, Jeremy' with an 'OSD' role.

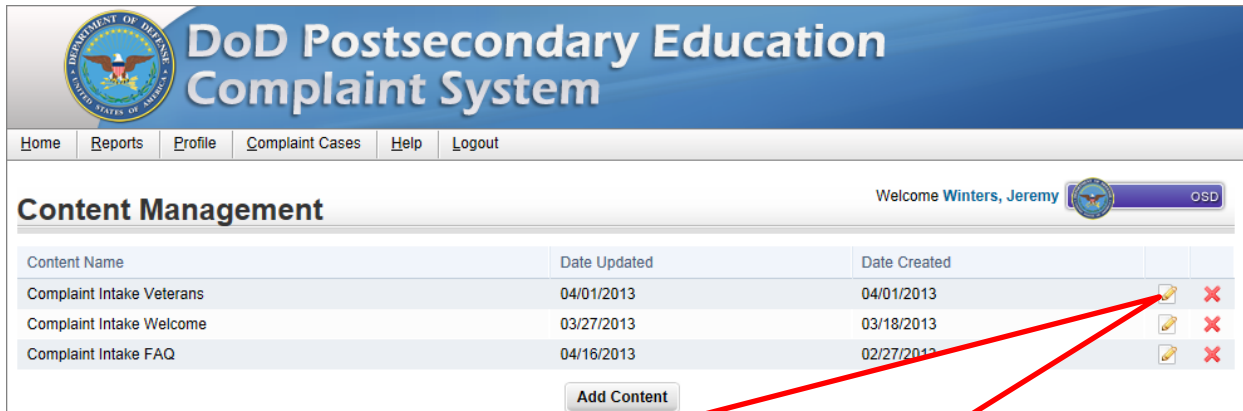
Level	Count
Level 3	4

Level	Count
Level 1	3
Level 2	47
Level 3	5




2. Select the  icon located to the right of the page to be content managed.
3. Enter desired page text.
4. Click **Update**.









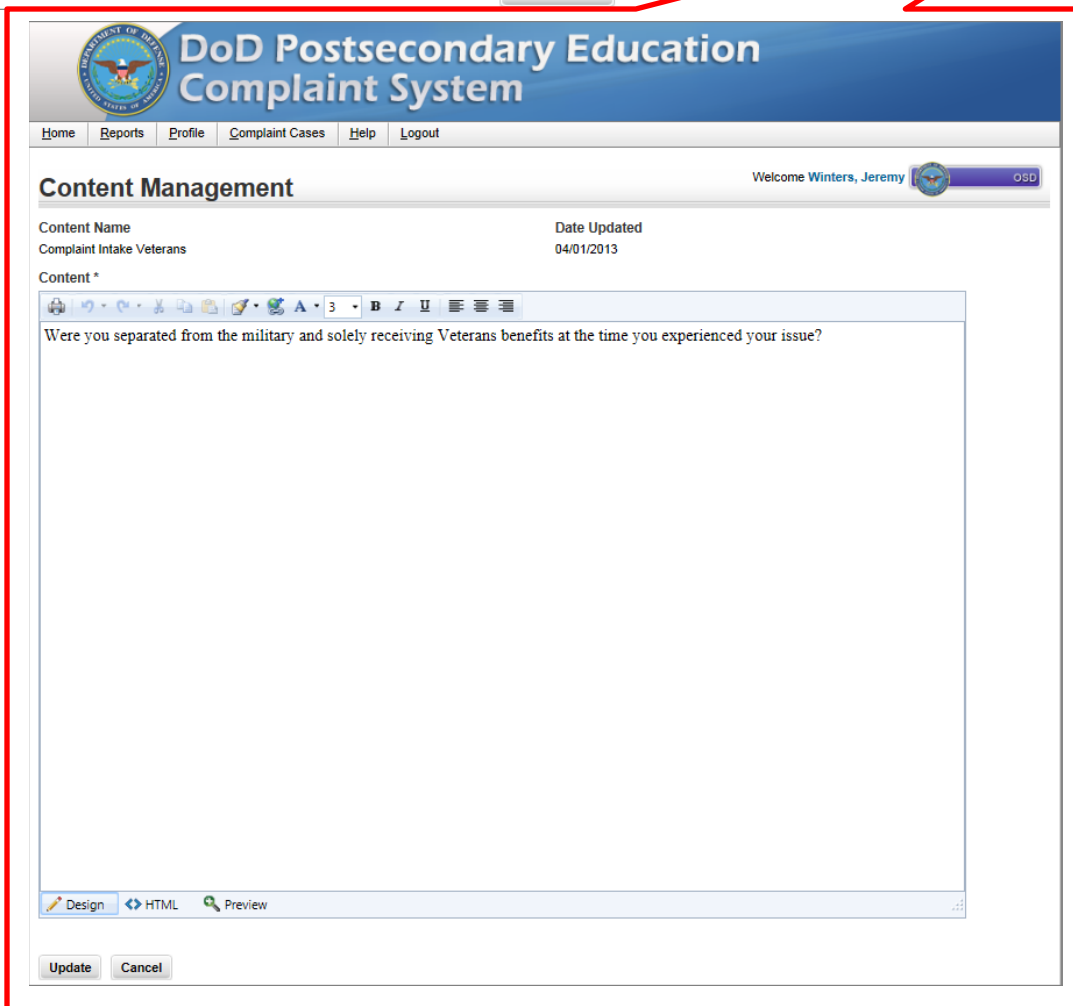
**DoD Postsecondary Education Complaint System**

Home | Reports | Profile | Complaint Cases | Help | Logout

Welcome Winters, Jeremy  OSD


### Content Management

Content Name	Date Updated	Date Created		
Complaint Intake Veterans	04/01/2013	04/01/2013		
Complaint Intake Welcome	03/27/2013	03/18/2013		
Complaint Intake FAQ	04/16/2013	02/27/2013		



**DoD Postsecondary Education Complaint System**

Home | Reports | Profile | Complaint Cases | Help | Logout

Welcome Winters, Jeremy  OSD

### Content Management

Content Name: Complaint Intake Veterans  
Date Updated: 04/01/2013

Content \*

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

Design | HTML | Preview