


# PRINCIPLES OF EXCELLENCE COMPLAINT SYSTEM – INTAKE QUESTIONNAIRE

## 1. Education Benefits & Issue:



### Principles of Excellence Complaint Intake Questionnaire

1 Education Benefits & Issue 2 Complaint 3 School/Employer 4 Complainant & Contact

#### Education Benefits Used

Please check all that apply \*

VA Education Programs (e.g. GI Bill)

- Post-9/11 GI Bill (Ch. 33)
- Montgomery GI Bill - Active Duty (MGIB)(Ch. 30)
- Montgomery GI Bill - Selected Reserve (MGIB-SR)(Ch. 1606)
- Tuition Assistance Top-Up
- Reserve Educational Assistance Program (REAP) (Ch. 1607)
- Survivors & Dependents Assistance (DEA) (Ch. 35)
- Vocational Rehabilitation and Employment (VR&E)(Ch. 31)
- Veterans Retraining Assistance Program (VRAP)

Military Tuition Assistance (Title 10)

- Federal Tuition Assistance (TA)
- State Funded Tuition Assistance (TA) for Service members performing Active Guard and Reserve (AGR) duties
- Military Spouse Career Advancement Accounts (MyCAA)

Other

- Federal Financial Aid ⓘ

#### 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"/> Grade Policy	<input type="checkbox"/> Refund Issues
<input type="checkbox"/> Financial Issues (e.g. Tuition/Fee charges)	<input type="checkbox"/> Change in Degree Plan/Requirements	<input type="checkbox"/> Release of Transcripts	<input type="checkbox"/> Other

\* Required  
Providing optional data will assist in researching your complaint.



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Respondent Burden (OMB Number XXXX-XXXX) (Expires November 25, 2016)

## 2. Complaint Information:



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2 Complaint

3 School/Employer

4 Complainant & Contact

### Complaint Information

Describe what happened so we can understand the issue. ( 1000 / 1000 characters remaining )

What do you think would be a fair resolution to your issue? ( 1000 / 1000 characters remaining )

[Back](#) [Next](#) [Cancel](#)

Providing optional data will assist in researching your complaint.  
Please do NOT provide social security numbers with your complaint.

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### 3. School/Employer Information:

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### School/Employer Information

Name \*

[Find School / Employer](#)

Street 1

Street 2

City

State

Zip

Country

Level of Study

Out-Of-Pocket Tuition ⓘ

Government Tuition Credit ⓘ

[Back](#) [Next](#) [Cancel](#)

\* Required  
Providing optional data will assist in researching your complaint.

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## 4. Complainant and Contact:

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### Filing Information

I am filing on behalf of  
 Myself  Someone Else  Anonymous

### Complainant Information

Your Service Affiliation

Your Branch  Your Age

### Your Contact Information

First Name  Middle Name  Last Name

Street 1

Street 2

City  State  Zip

Country  Telephone (include area code)   International Number

Email Address  Confirm Email

Providing optional data will assist in researching your complaint.

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## User Agreement:



# Principles of Excellence Complaint Intake Questionnaire

## User Agreement

You are accessing a U.S. Government (USG) information system (IS) (which includes any device attached to this information system) that is provided for U.S. Government authorized use only.

By using this IS, you consent to the following conditions:

The U.S. Government routinely intercepts and monitors communications on this information system for purposes including, but not limited to, penetration testing, communications security (COMSEC) monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations. At any time, the U.S. Government may inspect and seize data stored on this information system. Communications using, or data stored on, this information system are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any U.S. Government-authorized purpose. This information system includes security measures (e.g., authentication and access controls) to protect U.S. Government interests--not for your personal benefit or privacy.

Notwithstanding the above, using an information system does not constitute consent to personnel misconduct, law enforcement, or counterintelligence investigative searching or monitoring of the content of privileged communications or data (including work product) that are related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Under these circumstances, such communications and work product are private and confidential, as further explained below:

- Nothing in this User Agreement shall be interpreted to limit the user's consent to, or in any other way restrict or affect, any U.S. Government actions for purposes of network administration, operation, protection, or defense, or for communications security. This includes all communications and data on an information system, regardless of any applicable privilege or confidentiality.
- The user consents to interception/capture and seizure of ALL communications and data for any authorized purpose (including personnel misconduct, law enforcement, or counterintelligence investigation). However, consent to interception/capture or seizure of communications and data is not consent to the use of privileged communications or data for personnel misconduct, law enforcement, or counterintelligence investigation against any party and does not negate any applicable privilege or confidentiality that otherwise applies.
- Whether any particular communication or data qualifies for the protection of a privilege, or is covered by a duty of confidentiality, is determined in accordance with established legal standards and DoD policy. Users are strongly encouraged to seek personal legal counsel on such matters prior to using an information system if the user intends to rely on the protections of a privilege or confidentiality.
- Users should take reasonable steps to identify such communications or data that the user asserts are protected by any such privilege or confidentiality. However, the user's identification or assertion of a privilege or confidentiality is not sufficient to create such protection where none exists under established legal standards and DoD policy.
- A user's failure to take reasonable steps to identify such communications or data as privileged or confidential does not waive the privilege or confidentiality if such protections otherwise exist under established legal standards and DoD policy. However, in such cases the U.S. Government is authorized to take reasonable actions to identify such communication or data as being subject to a privilege or confidentiality, and such actions do not negate any applicable privilege or confidentiality.
- These conditions preserve the confidentiality of the communication or data, and the legal protections regarding the use and disclosure of privileged information, and thus such communications and data are private and confidential. Further, the U.S. Government shall take all reasonable measures to protect the content of captured/seized privileged communications and data to ensure they are appropriately protected.

In cases when the user has consented to content searching or monitoring of communications or data for personnel misconduct, law enforcement, or counterintelligence investigative searching, (i.e., for all communications and data other than privileged communications or data that are related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants), the U.S. Government may, solely at its discretion and in accordance with DoD policy, elect to apply a privilege or other restriction on the U.S. Government's otherwise-authorized use or disclosure of such information.

All of the above conditions apply regardless of whether the access or use of an information system includes the display of a Notice and Consent Banner ("banner"). When a banner is used, the banner functions to remind the user of the conditions that are set forth in this User Agreement, regardless of whether the banner describes these conditions in full detail or provides a summary of such conditions, and regardless of whether the banner expressly references this User Agreement.

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## Privacy Act Notice:



# Principles of Excellence Complaint Intake Questionnaire

## Privacy Act Statement

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

**PRINCIPAL PURPOSE(S):** The information in the system is being collected to enable VA to receive, respond to, and refer complaints regarding VA educational assistance benefits. The system serves as a record of the complaint, and is used for collecting complaint data; responding to or referring the complaint; aggregating data that will be used to inform other functions of VA and, as appropriate, other agencies and/or the public; and preparing reports as required by law. This system consists of complaints received by VA or other entities and information concerning responses to or referrals of these complaints, as appropriate.

**ROUTINE USE(S):** VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or title 38, Code of Federal Regulations, section 1.576 for routine uses as identified in the VA system of records, Principles of Excellence Centralized Complaint System-VA (170VA22), published in the Federal Register. Information collected on this form serves as a record of the complaint, and is used for collecting complaint data; responding to or referring the complaint; aggregating data that will be used to inform other functions of VA and, as appropriate, other agencies and/or the public; and preparing reports as required by law. Your response is voluntary.

**DISCLOSURE:** We need this form in order to receive, respond to, and refer complaints regarding VA educational assistance benefits. This information can only be obtained from the individual respondent. Executive Order 13607 allows us to ask for this information. We estimate that you will need an average of 20 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at [www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain). If desired, you can call 1-800-827-1000 to get information on where to send comments or suggestions about this form.

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## Respondent Burden (OMB Number XXXX-XXXX):



# Principles of Excellence Complaint Intake Questionnaire

## Respondent Burden

We need this form in order to receive, respond to, and refer complaints regarding VA educational assistance benefits. This information can only be obtained from the individual respondent. Executive Order 13607 allows us to ask for this information. We estimate that you will need an average of 20 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at [www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain). If desired, you can call 1-800-827-1000 to get information on where to send comments or suggestions about this form.

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