

1. The DoD Postsecondary Education Complaint Intake is accessed online by visiting the following URL: [http://www.militaryonesource.mil/voluntary-education?content\\_id=274604](http://www.militaryonesource.mil/voluntary-education?content_id=274604). Upon accessing the DoD Postsecondary Education Complaint Intake URL users are presented with a Notice and Consent Statement. From the Notice and Consent Statement complaint filers have the ability to access the User Agreement or click "OK" to advance.

The screenshot displays the 'DoD Postsecondary Education Complaint Intake' page. At the top left is the Department of Defense seal. The page header includes 'DD Form 2961, SEP 2013' and 'OMB No. 0704-0501 RCS: DD-P&R(AR)2536'. Below the header, there is a section for 'AUTHORITY' and 'PRINCIPAL PURPOSE(S)'. A blue-bordered dialog box titled 'Notice and Consent Statement' is overlaid on the page. The dialog box contains the following text:

**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](#).

At the bottom of the dialog box is an 'OK' button.

2. After agreeing to the Notice and Consent Statement complaint filers are presented with information regarding the Intake's Authority, Principle Purpose(s), Routine Use(s) and Disclosure.



## DoD Postsecondary Education Complaint Intake

**DD Form** 2961, SEP 2013

**OMB No.** 0704-0501 **RCS:** DD-P&R(AR)2536

**AUTHORITY:** E.O. 13607, Establishing Principles of Excellence for Educational Institutions Serving Service Members, Veterans, Spouses, and Other Family Members; and DoD Instruction 1322.25, Voluntary Education Programs.

**PURPOSE:** 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 E.O. 13607 and DoD Instruction 1322.25.

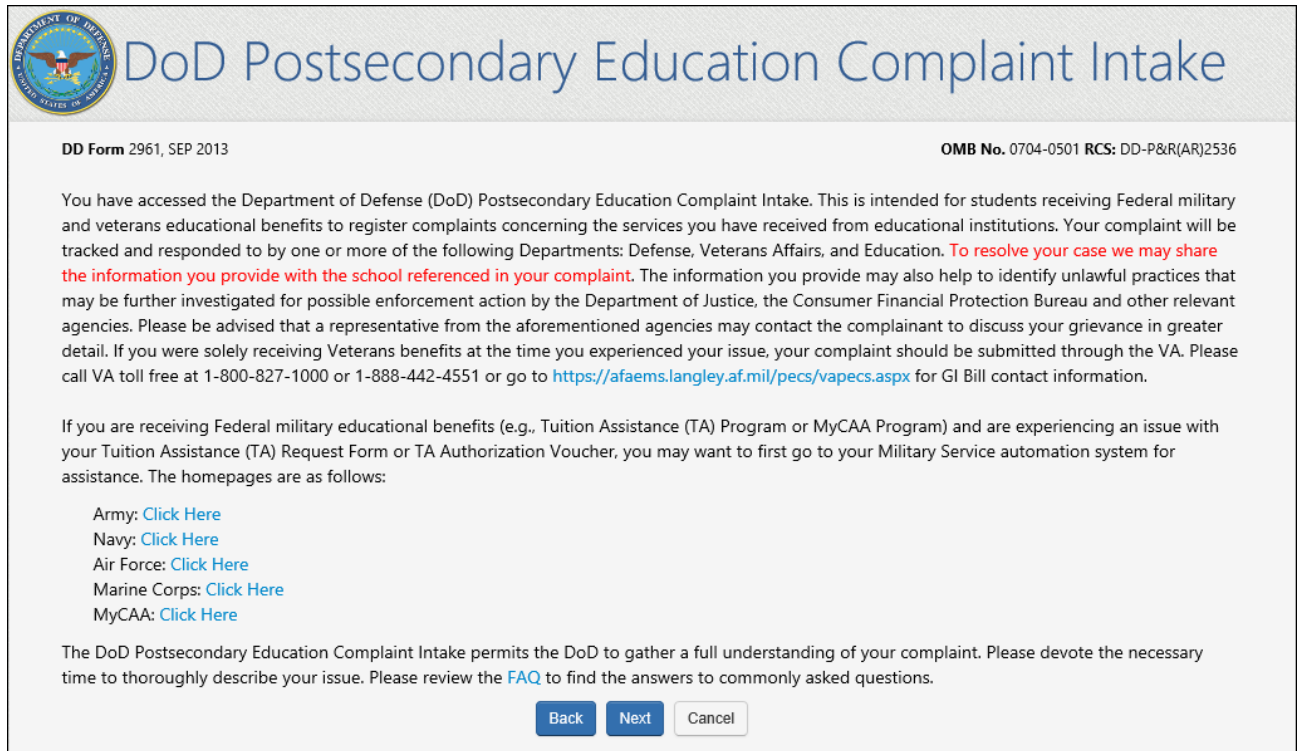
**ROUTINE USE(S):** To the Federal Trade Commission Consumer Sentinel Network for access by the Departments of Veterans Affairs, Education, Justice, and the Consumer Financial Protection Bureau for compliance with Executive Order 13607 and potential enforcement efforts. Information may be shared with schools listed in a complaint to aid in the resolution of a case. Applicable Routine Use(s) are: Law Enforcement Routine Use, Congressional Inquiries Disclosure Routine Use, Disclosure When Requesting Information Routine Use, Disclosure of Requested Information Routine Use, Disclosure to the Department of Justice for Litigation Routine Use, Disclosure of Information to the National Archives and Records Administration Routine Use, and Data Breach Remediation Purposes Routine Use.


The Privacy Act System of Records Notice is DPR 44 DoD, DoD Postsecondary Education Complaint System (PECS), found at <http://dpcl.d.defense.gov/Privacy/SORNsIndex/DODwideSORNArticleView/tabid/6797/Article/570751/dpr-44-dod.aspx>

**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.

Next

3. Upon clicking “Next“ the complaint filer advances to the Welcome Page. This is a content managed page that permits a Level 3 (OSD) user to edit the text via the PECS management system. **NOTE: The text highlighted in red is NEW TEXT THAT IS BEING ADDED to the live PECS Intake Welcome Page.**



 DoD Postsecondary Education Complaint Intake

DD Form 2961, SEP 2013 OMB No. 0704-0501 RCS: DD-P&R(AR)2536

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. **To resolve your case we may share the information you provide with the school referenced in your complaint.** 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 <https://afaems.langley.af.mil/pecs/vapecs.aspx> 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.

Upon clicking “Next” the complainant is presented with a Veterans Benefits question.

4. If the complaint filer selects “Yes” to the Veterans Benefits question, a message displays on the screen stating they will be navigated to the Veterans Affairs Principles of Excellence Complaint Intake Questionnaire.

**DoD Postsecondary Education Complaint Intake**

DD Form 2961, SEP 2013 OMB No. 0704-0501 RCS: DD-P&R(AR)2536

### Veterans Benefits

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

If the complaint filer answers “No” to the Veterans Benefits question, they will be required to acknowledge the statement contained in the pop-up. Acknowledging the statement will allow the user

to advance to the DS Logon page and authenticate.

The screenshot shows a web form titled "DoD Postsecondary Education Complaint Intake" with the Department of Defense seal on the left. The form includes the text "Veterans Benefits" and a question: "Were you separated from the military and solely receiving Veterans benefits at the time you experienced your issue?". Below the question are four buttons: "Yes", "No", "Back", and "Cancel". A modal dialog box titled "Message from webpage" is overlaid on the form, containing a question mark icon and the text: "Please be advised that by virtue of the submission of this complaint, you are hereby agreeing to allow the content of your complaint to be shared with the school in question." The modal has "OK" and "Cancel" buttons at the bottom.

DD Form 2961, SEP 2013 OMB No. 0704-0501 RCS: DD-P&R(AR)2536

## Veterans Benefits

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

Message from webpage ×

? Please be advised that by virtue of the submission of this complaint, you are hereby agreeing to allow the content of your complaint to be shared with the school in question.

**DS LOGON PAGE: DS LOGON IS A NEW AUTHENTICATION METHOD BEING INTEGRATED INTO THE DOD INTAKE.** This page is developed and managed by DS Logon; and though DS Logon is a separate application, its integration into the PECS Intake will be seamless to the user. DS Logon requires the user to authenticate either by Common Access Card (CAC) or by DS Logon username/password.

5. Complaint filers will have the option to authenticate via username and password or Common Access Card.

**DoD Postsecondary Education Complaint Intake**

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### DS Logon Username/Password

Username \*

Password \*

[Forgot DS Logon Username?](#) [Forgot DS Logon Password?](#)

### DS Logon CAC



Please insert your CAC, if applicable, before attempting to login.

Need a DS LOGON?

Have a DS LOGON activation letter

Need to upgrade your DS LOGON?

Need to manage your logon profile settings?

## USER FILES COMPLAINT ON BEHALF OF THEMSELVES CONTACT & COMPLAINANT PAGE (FILE ON BEHALF OF MYSELF - SERVICE MEMBER)

- Once the complainant authenticates via DS Logon they are presented with Section 1 - the Contact and Complainant data collection page. When the complaint filer indicates they are filing on behalf of themselves and selects "Service Member" as their **Service Affiliation** they are asked to provide their Service information.

**DoD Postsecondary Education Complaint Intake**

DD Form 2961, SEP 2013 OMB No. 0704-0501 RCS: DD-P&R(AR)2536

**Step 1**

1 Contact & Complainant 2 Education Benefits & Issue 3 Complaint 4 Education

### Your Contact Information

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

Street 1

Street 2

City  State  Zip

Country  Telephone (include area code)   International Number

Email Address \*  Confirm Email \*

### Filing Information

I am filing on behalf of \*  Myself  Someone Else

### Complainant Information

Your Service Affiliation \*  Your Service Status \*

Your Branch \*  Your Pay Grade \*

Your Age

Providing optional data will assist in researching your complaint.

Figure 1: Service Member filing on behalf of themselves



**CONTACT & COMPLAINANT PAGE (FILE ON BEHALF OF MYSELF - SPOUSE OR FAMILY MEMEBER)**

6a. When the complaint filer indicates they are filing on behalf of themselves and selects “Spouse or Family Member” as the **Service Affiliation** they are required to identify if they are a My Career Advancement Account student and the Complainant data collection field labels then asks for their sponsor’s information.

Figure 2: Spouse or Family Member submitting on behalf of themselves



**CONTACT & COMPLAINANT PAGE (FILE ON BEHALF OF MYSELF - VETERAN)**

6b. When the complaint filer indicates they are filing on behalf of themselves and selects "Veteran" as the **Service Affiliation** they are NOT asked to provide their Service Status (Reserve, National Guard).

**DoD Postsecondary Education Complaint Intake**

DD Form 2961, SEP 2013 OMB No. 0704-0501 RCS: DD-P&R(AR)2536

1 Contact & Complainant | 2 Education Benefits & Issue | 3 Complaint | 4 Education

### Your Contact Information

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

Street 1

Street 2

City  State  Zip

Country  Telephone (include area code)   International Number

Email Address \*  Confirm Email \*

### Filing Information

I am filing on behalf of \*  Myself  Someone Else

### Complainant Information

Your Service Affiliation \*

Your Branch \*  Your Pay Grade \*

Your Age

Providing optional data will assist in researching your complaint.

## USER FILES COMPLAINT ON BEHALF OF SOMEONE ELSE CONTACT & COMPLAINANT PAGE (FILE ON BEHALF OF SOMEONE ELSE)

7. If a user elects to file on behalf of *someone else*, the individual(s) they are authorized to file on behalf of (information available from DEERS record authenticated via DS Logon) will appear in the “Complainant’s Name” dropdown list (these names will not be visible to any other user). **NOTE:** Under the Complainant Information section the following are new fields being added to the DoD Complaint Intake: Name, Street 1, Street 2, City, State, Zip, Country, Telephone and Email Address, Confirm Email.

**Your Contact Information**

Pay Grade / Salutation \*  
E-7

First Name \*  
Jane

Last Name \*  
Doe

Street 1  
Street 2

City  
State  
Zip

Country  
Telephone (include area code)  
International Number

Email Address \*  
janedoe@email.com

Confirm Email \*  
janedoe@email.com

**Filing Information**

I am filing on behalf of \*  
Myself **Someone Else**

Complainant's Name \*  
Select --  
Rebecca Hamilton  
James Clarkson  
The person I want to file on behalf of is not listed

**Complainant Information**

Complainant's Service Affiliation \*  
Complainant's Branch \*  
Complainant's Age  
Complainant's Street 1  
Complainant's Street 2  
Complainant's City  
Complainant's State  
Complainant's Zip  
Complainant's Country  
Complainant's Telephone (include area code)  
International Number  
Complainant's Email Address  
Confirm Email


Back Next Cancel

This is the contact information of the complaint filer

The names of individuals the complaint filer is authorized to “file on behalf of” displays in the dropdown list

## CONTACT & COMPLAINANT PAGE (ON BEHALF OF SOMEONE ELSE - USER NOT LISTED)

7a. If the user elects to file on behalf of *someone else* and the DEERS record does not identify them as being authorized to file a complaint on the individual's behalf, a message will display on the page directing them to the DEERS office. **NOTE: The message "cannot submit complaint" stopper is a new addition to the DoD PECS Intake behavior.**



# DoD Postsecondary Education Complaint Intake

DD Form 2961, SEP 2013 OMB No. 0704-0501 RCS: DD-P&R(AR)2536

1 Contact & Complainant

2 Education Benefits & Issue

3 Complaint

4 Education

### Your Contact Information

Pay Grade / Salutation *	First Name *	Last Name *
E-7 <input type="checkbox"/>	Jane	Doe
Street 1		
Street 2		
City	State	Zip
	-- Select -- <input type="checkbox"/>	
Country	Telephone (include area code)	<input type="checkbox"/> International Number
-- Select -- <input type="checkbox"/>		
Email Address *	Confirm Email *	
janedoe@email.com	janedoe@email.com	

### Filing Information

I am filing on behalf of *	Complainant's Name *
Myself <input type="checkbox"/> <b>Someone Else</b> <input checked="" type="checkbox"/>	The person I want to file on behalf of is not listed <input type="checkbox"/>

**Cannot Submit Complaint** Please be advised that filing on behalf of another person is only allowed for authorized individuals who are listed in the DEERS account of the individual for which you are filing this complaint. If you feel this is in error, please contact the DEERS office. The individual you are filing on behalf of is required to update his or her DEERS with names of any individuals authorized to act on their behalf.

BackNextCancel

Providing optional data will assist in researching your complaint.

**CONTACT & COMPLAINANT PAGE (FILING ON BEHALF OF SOMEONE ELSE - SPOUSE OR FAMILY MEMBER)**

7b. When the complaint filer indicates they are filing on behalf of *someone else* and selects “Spouse or Family Member” as the **Service Affiliation** they are required to identify if the complainant is a My Career Advancement Account student and the Complainant data collection field labels ask for the complainant’s sponsor’s information.

The screenshot displays a web form with four tabs: '1 Contact & Complainant', '2 Education Benefits & Issue', '3 Complaint', and '4 Education'. The '1 Contact & Complainant' tab is active.

**Your Contact Information**

Pay Grade / Salutation \*  
E-7

First Name \*  
Jane

Last Name \*  
Doe

Street 1  
Street 2  
City  
State  
Zip  
Country  
Telephone (include area code)  
International Number  
Email Address \*  
janedoe@email.com  
Confirm Email \*  
janedoe@email.com

**Filing Information**

I am filing on behalf of \*  
Myself **Someone Else**

Complainant's Name \*  
James Clarkson

**Complainant Information**

Complainant's Sponsor's Service Affiliation \*  
Spouse or Family Member

Is the complainant a MyCAA student? \*  
Yes No

Complainant's Sponsor's Service Status \*  
Active

Complainant's Sponsor's Branch \*  
Air Force

Complainant's Sponsor's Pay Grade \*  
E-7

Complainant's Age  
Complainant's Street 1  
Complainant's Street 2  
Complainant's City  
Complainant's State  
Complainant's Zip  
Complainant's Country  
Complainant's Telephone (include area code)  
International Number  
Complainant's Email Address  
Confirm Email

Back Next Cancel

Providing optional data will assist in researching your complaint.

**Callouts:**

- A blue callout bubble points to the contact information fields: "This is the contact information of the complaint filer".
- A white callout box points to the "I am filing on behalf of" dropdown: "My Career Advancement Account question appears here".
- A white callout box points to the "Complainant's Sponsor's Service Status" dropdown: "Complainant Information section labels update to ask for complainant's sponsor's information".

**CONTACT & COMPLAINANT PAGE (FILING ON BEHALF OF SOMEONE ELSE - VETERAN)**

7C. When the complaint filer indicates they are filing on behalf of *someone else* and selects “Veteran” as the **Service Affiliation** they are NOT asked to provide their Service Status (Reserve, National Guard).

**1 Contact & Complainant**    2 Education Benefits & Issue    3 Complaint    4 Education

### Your Contact Information

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

E-7    Jane    Doe

Street 1

Street 2

City    State    Zip

-- Select --    -- Select --   

Country    Telephone (include area code)     International Number

-- Select --   

Email Address \*    Confirm Email \*

janedoe@email.com    janedoe@email.com

### Filing Information

I am filing on behalf of \*    Complainant's Name \*

Myself    **Someone Else**    James Clarkson

### Complainant Information

Complainant's Service Affiliation \*

Veteran

Complainant's Branch \*    Complainant's Pay Grade \*

Air Force    E-7

Complainant's Age

-- Select --

Complainant's Street 1

Complainant's Street 2

Complainant's City    Complainant's State    Complainant's Zip

-- Select --    -- Select --   

Complainant's Country    Complainant's Telephone (include area code)     International Number

-- Select --   

Complainant's Email Address    Confirm Email

Back    Next    Cancel

8. After clicking “Next” the complaint filer advances to Section 2 - the “Education Benefits & Issue” data collection page.

The screenshot shows 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 2961, SEP 2013' and 'OMB No. 0704-0501 RCS: DD-P&R(AR)2536'. A progress bar at the top shows four steps: '1 Complainant & Contact', '2 Education Benefits & Issue' (the current step), '3 Complaint', and '4 Education'. The main section is titled 'Education Benefits Currently Using' and includes a note: 'Please check all that apply \*'. It lists various benefits with checkboxes, including 'Military Tuition Assistance (Title 10)', 'GI Bill', and 'Other'. The 'Other' option is selected. Below this is the 'Describe Your Issue' section, which asks 'Which best describes your issue? (Select all that apply) \*'. It lists various issue categories with checkboxes, including 'Recruiting/Marketing Practices', 'Student Loans', 'Quality of Education', and 'Other'. The 'Other' option is selected. At the bottom left are 'Back', 'Next', and 'Cancel' buttons. At the bottom center is the text: 'Providing optional data will assist in researching your complaint.' A blue callout box on the right side of the form contains the text: 'User must manually enter the issue when “Other” is selected'.

**DoD Postsecondary Education Complaint Intake**

DD Form 2961, SEP 2013 OMB No. 0704-0501 RCS: DD-P&R(AR)2536

1 Complainant & Contact 2 Education Benefits & Issue 3 Complaint 4 Education

### 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)

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

Other

- Other Non-Military Federal Financial Aid
- Unsure

### Describe Your Issue

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

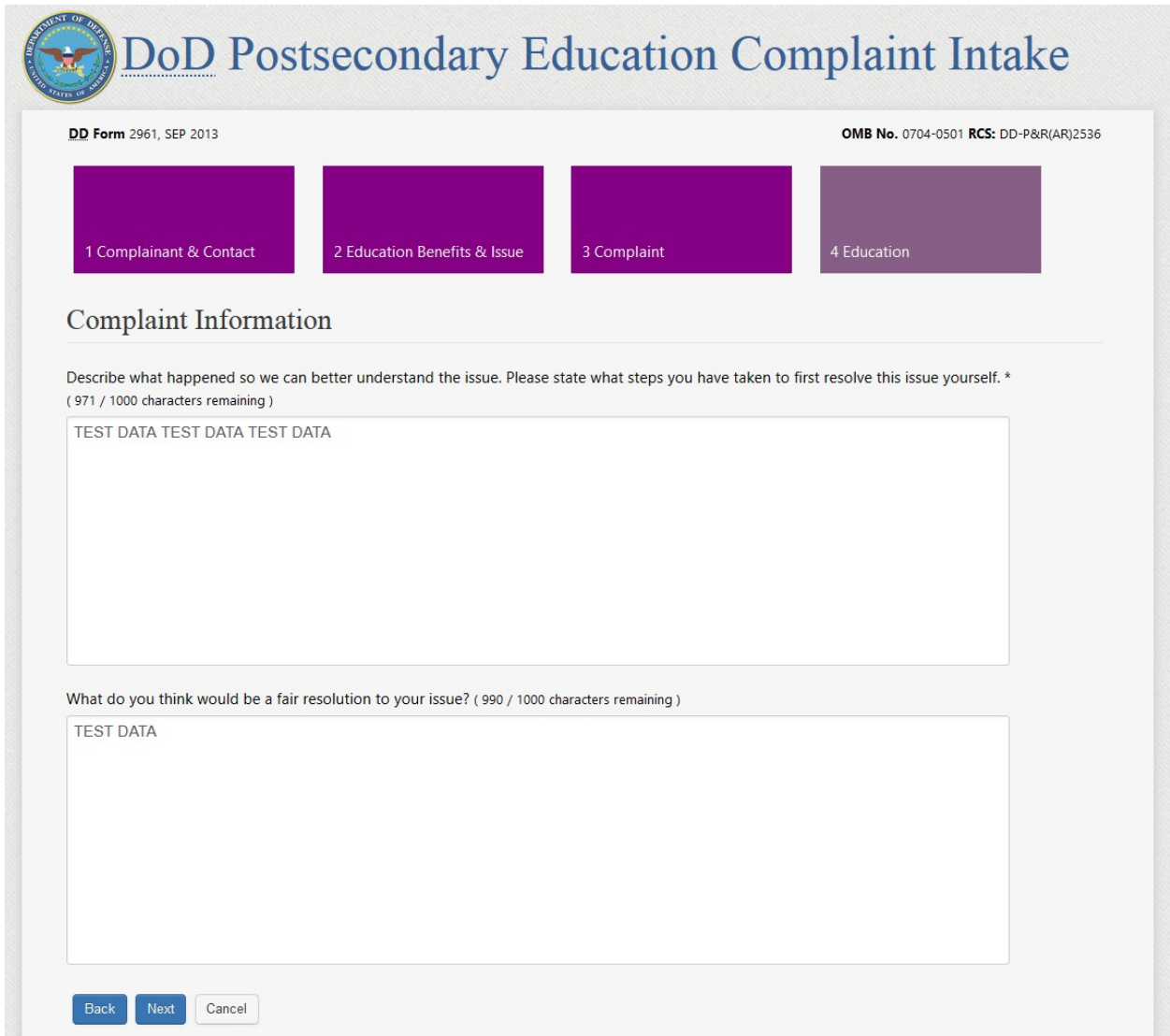
- Recruiting/Marketing Practices
- Accreditation
- Financial Issues
- Student Loans
- Post-graduation Job Opportunities
- Change in degree plan/requirements
- Quality of Education
- Grade Policy
- Release of Transcripts
- Transfer of Credits
- Refund/Collection Issues
- Other

Back Next Cancel

Providing optional data will assist in researching your complaint.

User must manually enter the issue when “Other” is selected

9. After clicking “Next” the complaint filer advances to Section 3 - the “Complaint Information” page.  
**NOTE: The “Describe what happened...” text has been truncated to no longer ask for the complainant’s name when the complaint is filed on behalf of someone else.**



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 centered at the top. Below the title, there are four purple rectangular buttons representing the steps of the process: "1 Complainant & Contact", "2 Education Benefits & Issue", "3 Complaint", and "4 Education". The "3 Complaint" button is highlighted in a darker shade of purple. Below the buttons, the section "Complaint Information" is displayed. It contains two text input fields. The first field is labeled "Describe what happened so we can better understand the issue. Please state what steps you have taken to first resolve this issue yourself. \* ( 971 / 1000 characters remaining )" and contains the text "TEST DATA TEST DATA TEST DATA". The second field is labeled "What do you think would be a fair resolution to your issue? ( 990 / 1000 characters remaining )" and contains the text "TEST DATA". At the bottom of the form, there are three buttons: "Back", "Next", and "Cancel".

**DD Form 2961, SEP 2013** **OMB No. 0704-0501 RCS: DD-P&R(AR)2536**

1 Complainant & Contact    2 Education Benefits & Issue    3 Complaint    4 Education

### Complaint Information

Describe what happened so we can better understand the issue. Please state what steps you have taken to first resolve this issue yourself. \*  
( 971 / 1000 characters remaining )

TEST DATA TEST DATA TEST DATA


What do you think would be a fair resolution to your issue? ( 990 / 1000 characters remaining )

TEST DATA

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



9a. After clicking "Next" the complaint filer is presented with Section 4 - the School and Education Center data collection page.



# DoD Postsecondary Education Complaint Intake

DD Form 2961, SEP 2013 OMB No. 0704-0501 RCS: DD-P&R(AR)2536

1 Contact & Complainant

2 Education Benefits & Issue

3 Complaint

4 Education

## School Information

Name \*  
School GFHI  
[Change School](#)

Street 1

Street 2

City \*

State \*    
Zip   
Country \*

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

## Education Center Information

Name

Street 1

Street 2

City

State    
Zip   
Country

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

Providing optional data will assist in researching your complaint.

10. After entering the Education information a Summary page displays all the data entered by the complainant filer. The user has the option to either go back and edit their entries or submit the complaint. To submit the complaint, the user must successfully pass a CAPTCHA. **NOTE: The Contact Information display has been reordered on the Summary Page. This is a new change to the DoD PECS Intake.**

### Summary

Please review your complaint before submitting. Use the back button at the bottom of the page to make any necessary corrections.

#### Your Contact Information

<b>Pay Grade / Salutation</b>	<b>Name</b>	
E-7	Jane Doe	
<b>Address</b>		
123 Main Street		
City Town MI 12345		
United States		
<b>Telephone</b>	<b>Email</b>	
123-456-7890	janedoe@email.com	

#### Filing Information

**Filed on Behalf of**  
Myself

#### Complainant Information

<b>Service Affiliation</b>	<b>Service Status</b>	<b>MyCAA Student</b>
Service Member	Active	No
<b>Branch</b>	<b>Pay Grade</b>	<b>Age</b>
Air Force	E-7	40 to 49 years old

#### Education Benefits & Issue

**Education Benefits Currently Using**

- Tuition Assistance (TA) for Active Duty Service members or Reserve Component personnel in an active drilling status

**Describe Your Issue**

- Recruiting/Marketing Practices

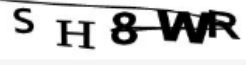
#### Complaint

**Describe what happened so we can better understand the issue. Please state what steps you have taken to first resolve this issue yourself.**  
My school is engaging in inappropriate recruitment practices that target students receiving federal financial aid

**What do you think would be a fair resolution to your issue?**  
School should be prevented from devious recruiting practices.

#### Education

<b>School</b>		
School GFHI		
1234 University Ave		
Education Town UT 54321		
United States		
<b>Level of Study</b>	<b>Out-Of-Pocket Tuition</b>	<b>Government Tuition Credit</b>
Bachelor	\$5,000 - \$9,999	\$5,000 - \$9,999
<b>Education Center</b>		
Not Provided		
Not Provided		



[Click for new image](#)

[Click for audio read-out](#)

Please enter exact text into the box above.

Back
Submit Complaint
Cancel

Figure 3: Summary Page of user filing on behalf of self

11a. Summary page of a user filing a complaint on behalf of someone else.

### Summary

Please review your complaint before submitting. Use the back button at the bottom of the page to make any necessary corrections.

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#### Your Contact Information

<b>Pay Grade / Salutation</b> E-7	<b>Name</b> Jane Doe
<b>Address</b> 123 Main Street City Town MI 12345 United States	
<b>Telephone</b> 123-456-7890	<b>Email</b> janedoe@email.com

#### Filing Information

<b>Filed on Behalf of</b> Someone Else	<b>Complainant's Name</b> Rebecca Hamilton
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#### 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-8	<b>Age</b> 40 to 49 years old
<b>Address</b> Not Provided	<b>Telephone</b> Not Provided	<b>Email</b> Not Provided

#### Education Benefits & Issue

**Education Benefits Currently Using**

- Tuition Assistance (TA) for Active Duty Service members or Reserve Component personnel in an active drilling status

**Describe Your Issue**

- Recruiting/Marketing Practices


#### Complaint

**Describe what happened so we can better understand the issue. Please state what steps you have taken to first resolve this issue yourself.**  
My school is engaging in inappropriate recruitment practices that target students receiving federal financial aid.

**What do you think would be a fair resolution to your issue?**  
School should be prevented from using devious recruiting practices

#### Education

<b>School</b> School GHFI 1234 University Ave Education Town UT 54321 United States	<b>Level of Study</b> Bachelor	<b>Out-Of-Pocket Tuition</b> Not Provided	<b>Government Tuition Credit</b> Not Provided
<b>Education Center</b> Not Provided			



[Click for new image](#)  
[Click for audio read-out](#)

Please enter exact text into the box above.

This is the contact information of the filer

This is the contact information of the complainant

Figure 4: Summary page of user filing on behalf of someone else

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**DoD POST SECONDARY EDUCATION COMPLAINT INTAKE DROPDOWN SELECTION VALUES:**

**SECTION:** "YOUR CONTACT INFORMATION":

**FIELD NAME:** Pay Grade / Salutation

**Dropdown Values:**

- Mrs
- Ms
- Mr
- Dr
- 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

**SECTION:** "COMPLAINANT INFORMATION":

**FIELD NAME:** Service Affiliation

**Dropdown Values:**

- Service Member
- Spouse or Family Member
- Veteran

**SECTION:** "COMPLAINANT INFORMATION":

**FIELD NAME:** Service Status

**Dropdown Values:**

- Active
- National Guard
- Reserve

**SECTION:** "COMPLAINANT INFORMATION":

**FIELD NAME:** Branch

**Dropdown Values:**

- Army
- Navy
- Marines
- Air Force
- Coast Guard
- VA NOAA (National Oceanic and Atmospheric Administration/VA PHS (Public Health Service))

**SECTION:** "COMPLAINANT INFORMATION":

**FIELD NAME:** Complainant's/Complainant's Sponsor's Pay Grade

**Dropdown Values:**

- 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

**SECTION:** “COMPLAINANT INFORMATION”:

**FIELD NAME:** Age

**Dropdown Values:**

- 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
- Do not wish to disclose

**REQUIRED DOD POSTSECONDARY EDUCATION COMPLAINT INTAKE FIELDS**

**SECTION:** “YOUR CONTACT INFORMATION”:

**REQUIRED FIELD NAME:**

- Pay Grade / Salutation
- First Name (populated by DEERS record and not able to be edited)\*\*
- Last Name (populated by DEERS record and not able to be edited)\*\*
- Email Address

- Confirm Email

**\*\*Populating the First Name and Last Name from the DEERS record and disabling the field is new behavior**

**SECTION: "FILING INFORMATION":**

**REQUIRED FIELD NAME:**

- I am Filing on behalf of

**SECTION: "COMPLAINANT INFORMATION":**

**REQUIRED FIELD NAME:**

- Service Affiliation
- Service Status (Does not display if "Veteran" is selected as the Service Affiliation.)
- Branch
- Pay Grade
- MyCAA (Only appears if "Spouse or Family Member" is selected as the Service Affiliation.)

**SECTION: "EDUCATION BENEFITS CURRENTLY USING":**

- User must select at least one option

**SECTION: "DESCRIBE YOUR ISSUE":**

- User must select at least one option

**SECTION: "COMPLAINT INFORMATION":**

- User must enter a description of what happened into a text box (restricted to 1,000 characters)

**SECTION: "SCHOOL INFORMATION":**

**REQUIRED FIELD NAME:**

- School Name
- City
- State
- Country
- Level of Study



## **OPTIONAL DOD POSTSECONDARY EDUCATION COMPLAINT INTAKE FIELDS**

**SECTION: "YOUR CONTACT INFORMATION":**

**OPTIONAL FIELD NAME:**

- Street 1
- Street 2
- City
- State
- Zip
- Country
- Telephone

**SECTION: "COMPLAINANT INFORMATION":**

**OPTIONAL FIELD NAME:**

- Age

**SECTION: "COMPLAINT INFORMATION":**

**OPTIONAL FIELD NAME:**

- What do you think would be a fair resolution to your issue (restricted to 1,000 characters)

**SECTION: "SCHOOL INFORMATION":**

**OPTIONAL FIELD NAME:**

- Street 1
- Street 2
- Zip
- Out-of-Pocket Tuition
- Government Tuition Credit

**SECTION: "EDUCATION CENTER INFORMATION":**

**OPTIONAL FIELD NAME:**

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