

1. The DoD Postsecondary Education Complaint Intake is accessed online by visiting the following URL: <https://pecs.militaryonesource.mil/pecs/DoDPECS.aspx>. 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' web 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 are sections for 'AUTHORITY', 'PURPOSE', and 'ROUTINE USE(S)'. A prominent blue-bordered box contains the 'Notice and Consent Statement'. This statement informs users that they are accessing a U.S. Government Information System (IS) for authorized use only and lists several conditions of use, including interception and monitoring of communications. At the bottom of this box is an 'OK' button. Below the main content area, there is an 'ATTENTION' notice regarding official use only, the version number '1.9.32', and links to the 'User Agreement' and 'Privacy Policy and Security'.

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. The remaining routine uses may be found in the applicable Privacy Act system of records.

Notice and Consent Statement

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

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

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


OK

ATTENTION: The information accessed and displayed through this system is FOR OFFICIAL USE ONLY and must be protected in accordance with the Privacy Act, DoDD 5400.11, and DoD 5400.11-R.

Version: 1.9.32

[User Agreement](#)
[Privacy Policy and Security](#)

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

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For a complete list of routine uses, please see the Privacy Act System of Records Notice DPR 44
DoD, DoD Postsecondary Education Complaint System (PECS), found at <https://dpcld.defense.gov/Privacy/SORNsIndex/DOD-Component-Noties/OSDJS-Article-List/>

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.

 **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://www.va.gov/education/submit-school-feedback> 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.

AGENCY DISCLOSURE STATEMENT

The public reporting burden for this collection of information (0704-0501) is estimated to average fifteen minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

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.

The screenshot shows the top portion of a web form. On the left is the Department of Defense seal. The title is "DoD Postsecondary Education Complaint Intake". Below the title, it says "DD Form 2961, SEP 2013" and "OMB No. 0704-0501 RCS: DD-P&R(AR)2536". The section is titled "Veterans Benefits". The question is "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 blue line originates from the "Yes" button and points towards the bottom-right corner of the screenshot.

This screenshot shows the bottom portion of the web form, which is a confirmation message. It features the same header as the previous screenshot. The message text reads: "You have indicated that you were separated from the military and solely receiving Veterans benefits at the time you experienced your issue. This session will end in approximately 10 seconds and you will be automatically redirected to <https://www.va.gov/education/submit-school-feedback>." Below the message is a single "Cancel" button.

4a. If the complaint filer answers “No” to the Veterans Benefits question, they are required to acknowledge the statement contained in the pop-up regarding content of the complaint being shared with the school in question.

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 in large blue font. Below the title, it says 'DD Form 2961, SEP 2013' and 'OMB No. 0704-0501 RCS: DD-P&R(AR)2536'. The section is titled 'Veterans Benefits'. The question is '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 pop-up window titled 'Message from webpage' is overlaid on the form. It contains 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.' At the bottom of the pop-up are 'OK' and 'Cancel' buttons.

FILER ENTERS COMPLAINT INTAKE INFORMATION

5. **STEP 1:** Complaint data collection begins with “Education Benefit” and “Issue” information.

DoD Form 2961, SEP 2013 **Step 1** **OMB No. 0704-0501 RCS: DD-P&R(AR)2536**

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

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)

Other

- Other Non-Military Federal Financial Aid
- Unsure

GI Bill

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

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

Please provide your issue topic. *

Back Next Cancel

Providing optional data will assist in researching your complaint.

ATTENTION: The information accessed and displayed through this system is FOR OFFICIAL USE ONLY and must be protected in accordance with the Privacy Act, DoDD 5400.11, and DoD 5400.11-R.

6. **STEP 2:** Complaint Information – the complaint filer is required to describe what happened in addition to detailing any steps that have been taken thus far to resolve the issue. Additionally, the complaint filer has the option to suggest a fair resolution. Each STEP 2 textbox is restricted to 1,000 characters.

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 in blue. Below the title, 'DD Form 2961, SEP 2013' is on the left and 'OMB No. 0704-0501 RCS: DD-P&R(AR)2536' is on the right. A progress bar has four purple boxes: '1 Education Benefits & Issue', '2 Complaint', '3 Education', and '4 Complainant & Contact'. A callout box labeled 'Step 2' points to the '2 Complaint' box. The 'Complaint Information' section contains two textboxes. The first is labeled 'Required' and has a character count '(1000 / 1000 characters remaining)'. The second is labeled 'What do you think would be a fair resolution to your issue? (1000 / 1000 characters remaining)'. At the bottom are 'Back', 'Next', and 'Cancel' buttons, and a note: 'Providing optional data will assist in researching your complaint.'

7. **STEP 3:** Complaint Filer enters “School” and “Education Information”. If a school name or location is not found in the database, the filer can select “I Can’t Find My School” to manually input their School Name.





DoD Postsecondary Education Complaint Intake

DD Form 2961, SEP 2013

Step 3

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



School Information

Name *

Find 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.

7a. Complaint Filer can manually enter a School Name.



DoD Postsecondary Education Complaint Intake

DD Form 2961, SEP 2013

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

1 Education Benefits & Issue

2 Complaint

3 Education

4 Complainant & Contact

School Information

Name *

Find School

DD Form 2961, SEP 2013

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

School Search

Search for your school. A search can be done on school name and/or state. Once you find it click on the name in the results list.

School Name

State

-- Select --

Search Cancel

School Name	City	State
3TREE YOGA TEACHER TRAINING	Fort Worth	TX
BANK STREET COLLEGE OF EDUCATION	NEW YORK	NY
FISH TREE YOGA	Pensacola	FL
LEARNING TREE UNIVERSITY	Chickmatt	CA
LINCOLN COLLEGE OF TECHNOLOGY-VINE STREET	Wisp	OH
SHIVATREE YOGA SCHOOL	Wisp	HI
SOUL TREE YOGA TEACHER TRAINING	Clarksville	TN
TENNESSEE REAL ESTATE EDUCATIONAL SYSTEMS (TREES INC)	Chattanooga	TN
THAVIES STREET YOGA	Newport	RI
THREE TREES YOGA & HEALING ARTS CENTER	Federal Way	WA
TREE OF LIFE ASHTANGASANA YOGA SCHOOL	Sanford	NC

I Can't Find My School

DD Form 2961, SEP 2013

School Search - Manual Input

Can't find your school? Please provide the school name below and click submit.

School Name

Submit Back

8. **STEP 4:** Complaint Filer enters complainant and contact information. The data collection fields dynamically populate based on the “Service Affiliation” selected. Service Affiliation options follow:

- Service Member
- Spouse or Family Member
- Veteran

COMPLAINT FILER SELECTS "SERVICE MEMBER" AS THEIR SERVICE AFFILIATION

9. Service Members must select their "Service Status". The Service Status selection options follow:

- Active
- National Guard
- Reserve

The screenshot displays the "DoD Postsecondary Education Complaint Intake" form. At the top, it includes the Department of Defense logo, the form title, and reference numbers: "DD Form 2961, SEP 2013" and "OMB No. 0704-0501 RCS: DD-P&R(AR)2536". A progress bar shows four steps: "1 Education Benefits & Issue", "2 Complaint", "3 Education", and "4 Complainant & Contact", with "2 Complaint" being the current step.

The "Filing Information" section contains a radio button for "I am filing on behalf of *" with "Myself" selected. A note states: "Due to privacy concerns only the person receiving Federal military educational benefits from the Department of Defense can submit a complaint. Currently we are not accepting complaints submitted on behalf of someone else."

The "Your Information" section includes a dropdown for "Service Member" with "Service Member" selected. A callout box points to this dropdown with the text "Service Member" selected. Next to it is a dropdown for "Your Service Status *" with "Reserve" selected. A callout box points to this dropdown with a list of options: "-- Select --", "Active", "National Guard", and "Reserve". Other fields include "Your Branch *" (Navy), "Your Age" (dropdown), and "Your Pay Grade *" (dropdown).

The "Your Contact Information" section contains fields for "Pay Grade / Salutation *" (dropdown), "First Name *", "Last Name *", "Street 1", "Street 2", "City", "State" (dropdown), "Zip", "Country" (dropdown), "Telephone (include area code)" (text input with an "International Number" checkbox), "Email Address *", and "Confirm Email *". At the bottom are "Back", "Next", and "Cancel" buttons, and a note: "Providing optional data will assist in researching your complaint."

COMPLAINANT SELECTS “SPOUSE OR FAMILY MEMBER” AS THEIR SERVICE AFFILIATION

10. When “Spouse or Family Member” is selected as the Service Affiliation:

- Field label's update from “Your...” to “Your Sponsor's...”
- Filer must answer the Military Spouse Career Advancement Account (MyCAA) question

The screenshot displays the 'DoD Postsecondary Education Complaint Intake' form. At the top, it includes the Department of Defense logo, the title 'DoD Postsecondary Education Complaint Intake', and form details: 'DD Form 2961, SEP 2013' and 'OMB No. 0704-0501 RCS: DD-P&R(AR)2536'. A progress bar shows four steps: 1 Education Benefits & Issue, 2 Complaint, 3 Education, and 4 Complainant & Contact. The 'Filing Information' section has a radio button for 'Myself'. A note states: 'Due to privacy concerns only the person receiving Federal military educational benefits from the Department of Defense can submit a complaint. Currently we are not accepting complaints submitted on behalf of someone else.' The 'Complainant Information' section contains several fields: 'Your Sponsor's Service Affiliation *' (dropdown menu with 'Spouse or Family Member' selected), 'Are You MyCAA? *' (radio buttons for 'Yes' and 'No'), 'Your Sponsor's Service Status *' (dropdown menu with '-- Select --'), 'Your Sponsor's Branch *' (dropdown menu with '-- Select --'), 'Your Sponsor's Pay Grade *' (dropdown menu with '-- Select --'), and 'Your Age' (dropdown menu with '-- Select --'). Annotations with blue boxes and arrows point to the 'Spouse or Family Member' dropdown (labeled 'Labels update to "Your Sponsor's"') and the 'Are You MyCAA?' radio buttons (labeled 'MyCAA Question'). The 'Your Contact Information' section includes fields for 'Pay Grade / Salutation *', 'First Name *', 'Last Name *', 'Street 1', 'Street 2', 'City', 'State' (dropdown menu with '-- Select --'), 'Zip', 'Country' (dropdown menu with '-- Select --'), 'Telephone (include area code)', and 'Email Address *' (with a 'Confirm Email *' field). At the bottom are 'Back', 'Next', and 'Cancel' buttons.

COMPLAINT FILER SELECTS "VETERAN" AS THEIR SERVICE AFFILIATION

11. Complaint Filer can select "Veteran" as their Service Affiliation

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

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

Filing Information

I am filing on behalf of *

Due to privacy concerns only the person receiving Federal military educational benefits from the Department of Defense can submit a complaint. Currently we are not accepting complaints submitted on behalf of someone else.

Complainant Information

Your Service Affiliation *

Your Branch * Your Pay Grade *

Your Age

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 *

12. Summary Page: Complaint Filer is presented with a summary of all the information they've entered and can go back to prior steps to make edits or submit the complaint.



DoD Postsecondary Education Complaint Intake

DD Form 2961, SEP 2012
OMB No. 0704-0001 RCS: DD-PBR(JAR)2536

Summary

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

Education Benefits & Issue

Education Benefits Currently Using

- Montgomery (MGIB: CH 30)
- 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. If you are submitting on behalf of someone else and would like this complaint resolved, please provide the name of the person who experienced the issue.

This is a description of what happened and a summary of the steps I've taken to resolve this issue myself.

What do you think would be a fair resolution to your issue?


This is my proposed resolution to this issue.

Education

School		
University Name		
100 School Drive		
College Town VA 22222		
United States		
Level of Study	Out-Of-Pocket Tuition	Government Tuition Credit
Bachelor	\$1,000 - \$4,999	\$1,000 - \$4,999
Education Center		
Base Education Office		
111 Missile Ave		
Arlington VA 22223		
United States		

Complainant & Contact

Filed on Behalf of		
Myself		
Service Affiliation	Service Status	MyCAA Student
Service Member	Active	No
Branch	Pay Grade	Age
Air Force	E-4	40 to 49 years old
Pay Grade / Salutation	Name	
E-4	Jane Doe	
Address		
12345 Cottage St		
Vienna VA 22232		
United States		
Telephone	Email	
555-366-0517	fakeemail@fakeemail.com	



Click for new image

Click for audio read-out

Please enter exact text into the box above.

Back
Submit Complaint
Cancel

Filer must successfully pass a CAPTCHA

DoD POST SECONDARY EDUCATION COMPLAINT INTAKE DROPDOWN SELECTION VALUES:

STEP 3: EDUCATION

FIELD NAME: Level of Study

Dropdown Values:

- Certificate/Diploma
- Associate
- Bachelor
- Graduate/Professional
- Not Currently Enrolled

FIELD NAME: Out-of-Pocket Tuition

Dropdown Values:

- Less than \$1,000
- \$1,000 - \$4,999
- \$5,000 - \$9,999
- \$10,000 - \$19,999
- \$20,000 - \$29,999
- Greater than \$30,000

FIELD NAME: Government Tuition Credit

Dropdown Values:

- Less than \$1,000
- \$1,000 - \$4,999
- \$5,000 - \$9,999
- \$10,000 - \$19,999
- \$20,000 - \$29,999
- Greater than \$30,000

STEP 4: COMPLAINANT & CONTACT INFORMATION

FIELD NAME: Service Affiliation

Dropdown Values:

- Service Member
- Spouse or Family Member
- Veteran

FIELD NAME: Branch

Dropdown Values:

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

FIELD NAME: Your 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

FIELD NAME: Your 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

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

REQUIRED DOD POSTSECONDARY EDUCATION COMPLAINT INTAKE FIELDS

SECTION: STEP 1 "EDUCATION BENEFITS & ISSUE":

REQUIRED FIELDS:

- "EDUCATION BENEFITS CURRENTLY USING":
 - User must select at least one option
- "DESCRIBE YOUR ISSUE":
 - User must select at least one option

SECTION: STEP 2 "COMPLAINT INFORMATION":

REQUIRED FIELDS:

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

SECTION: STEP 3 "EDUCATION":

REQUIRED FIELDS:

- School Name
- City (School location)
- State (School location)
- Country (School location)
- Level of Study

SECTION: STEP 4 "COMPLAINANT INFORMATION":

REQUIRED FIELDS:

- Filing on behalf of Myself
- Service Affiliation
- Are you MyCAA
- Service Status
- Branch
- Pay Grade

SECTION: STEP 4 “CONTACT INFORMATION”:

REQUIRED FIELDS:

- Pay Grade / Salutation
- First Name
- Last Name
- Email Address
- Confirm Email Address

OPTIONAL DOD POSTSECONDARY EDUCATION COMPLAINT INTAKE FIELDS

SECTION: STEP 2 “COMPLAINT INFORMATION”:

OPTIONAL FIELDS:

- User has the option to enter a proposed resolution into a text box (restricted to 1,000 characters)

SECTION: STEP 3 “SCHOOL INFORMATION”:

OPTIONAL FIELDS:

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

SECTION: STEP 3 “EDUCATION CENTER INFORMATION”:

OPTIONAL FIELDS:

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

SECTION: STEP 4 “COMPLAINANT” INFORMATION:

OPTIONAL FIELDS:

- Your Age

SECTION: STEP 4 “CONTACT” INFORMATION:

OPTIONAL FIELDS:

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