

# FSA FEEDBACK AND DISPUTE SYSTEM

*May 17, 2022*

**Federal Student Aid**  
An OFFICE of the U.S. DEPARTMENT of EDUCATION

# NAVIGATING ON STUDENTAID.GOV

The screenshot shows the top portion of the Federal Student Aid website. At the top, a light blue banner contains an information icon and the text "Student loan payment pause extended through Aug. 31, 2022". Below this is a grey navigation bar with the text "An official website of the United States government" on the left, "Help Center" in the middle, "Submit a Complaint" in a red-bordered box on the right, and "English | Español" on the far right. The main navigation bar features the Federal Student Aid logo on the left, followed by menu items: "UNDERSTAND AID", "APPLY FOR AID", "COMPLETE AID PROCESS", and "MANAGE LOANS", each with a dropdown arrow. To the right of these are "Log In | Create Account" and a search icon. The hero section has a dark teal background with the headline "You Are America's Smartest Investment" in large white text. Below the headline is a sub-headline: "The U.S. Department of Education's office of Federal Student Aid provides approximately \$112 billion in financial aid to help pay for college or career school each year." A white "Log In" button is positioned on the right side of the hero section.

**Student loan payment pause extended through Aug. 31, 2022**

An official website of the United States government

Help Center **Submit a Complaint** English | Español

Federal Student Aid  
An OFFICE of the U.S. DEPARTMENT of EDUCATION

UNDERSTAND AID ▾ APPLY FOR AID ▾ COMPLETE AID PROCESS ▾ MANAGE LOANS ▾ Log In | Create Account 🔍

## You Are America's Smartest Investment

The U.S. Department of Education's office of Federal Student Aid provides approximately \$112 billion in financial aid to help pay for college or career school each year.

Log In

# LAUNCHING THE FDMS PORTAL

## Submit a Complaint

Your complaints are important to us. You can submit a complaint (about an issue, suspicious activity, or scam) or review an already-submitted case. If your complaint isn't resolved, reach out to the Ombudsman Group by logging in, adding information to your existing case, and requesting to escalate to the Ombudsman Group.



### Submit a Complaint ⓘ

Submit a complaint or report a suspicious activity or scam, on behalf of yourself or someone else.

Submit Complaint



### Share Positive Feedback

Share positive feedback about your financial aid experience.

Share Positive Feedback



### Manage My Cases

Log in to your account to view, track, or update your case(s).

Manage Cases

# OPTIONS TO SUBMIT WITH OR WITHOUT LOGGING IN

## Submit a Complaint

### Log In

Using your account username and password (FSA ID), you will be able to submit, review, and manage your cases more easily. It will also be simpler for us to contact and update you on your complaint.

Log In

[Create an Account](#)

### Continue Without Logging In

You may submit a complaint without logging in using your account username and password (FSA ID); however, most cases require the U.S. Department of Education to review your federal student aid history and **it may take longer to research and resolve your complaint.**

Continue Without Logging In

# SUBMIT ON BEHALF OF YOURSELF OR A THIRD PARTY

## Submit a Complaint



Step 1 of 6

### About You

On whose behalf are you submitting this feedback? ?



Myself



Someone Else

Previous

Continue

🗣️ Have a question? Speak to an agent at 1-800-433-3243.

# CONTACT INFORMATION

## Submit a Complaint



Step 1 of 6

### About You

Would you like to share your contact information so we can reach out to you about your case?



You may proceed anonymously; however, you won't receive a response and you'll skip the step to provide your contact information later in this process.



Yes, I'd like to share my contact info.



No, I'd like to remain anonymous.

Previous

Continue

# SELECTING A CATEGORY








## Submit a Complaint

Step 2 of 6

Common Complaints

[Skip This Page >](#)

Before you decide to submit your complaint, consider reviewing some resources you may be able to use to resolve your issue faster on your own. Select a complaint type that may apply to you and explore related links.

 Application Issues	 Delinquency or Default
 Issues With My Loan	 Scam or Fraud
 School Closure or Transcripts	 Technical Issues
 Wage Garnishment	None of These

[Previous](#) [Continue](#)

🗣️ Have a question? Speak to an agent at 1-800-433-3243.

# SELECTING A SUBCATEGORY

## Submit a Complaint

Step 3 of 6

### Filter Your Complaint

Now let's select the category and subcategory of your complaint. This will help us further refine your issue and ensure it reaches the right people.

### Repaying My Aid RECOMMENDED

This category includes making payments; loan consolidation; information about your loan(s) or grant(s) with a servicer or private collection agency; and loan forgiveness, cancellation, or discharge.

SELECT SUBCATEGORY

<input type="checkbox"/> Dealing with My Servicer	<input type="checkbox"/> Trouble Repaying My Loans or Grants
<input type="checkbox"/> Discharging, Canceling, or Forgiveing My Loans	<input type="checkbox"/> Website or Online Experience
<input type="checkbox"/> Details About My Loan or Grant Account	<input type="checkbox"/> Dealing with My Collection Agency
<input type="checkbox"/> My Military and Veterans Benefits	<input type="checkbox"/> None of These Topics Applies to Me

### Receiving My Aid

This category includes aid eligibility (including military and veterans benefits), receiving federal aid (including delays, incorrect information, or a school closure), or concerns relating to the quality of education.

[View More](#)

### Applying for Aid (FAFSA® Form)

This category includes feedback about your experience using the Free Application for Federal Student Aid (FAFSA®) form.

[View More](#)

### My FSA ID

This category includes feedback about your experience creating or using your account username and password (FSA ID).

[View More](#)

[Previous](#) [Continue](#)



# COMPLAINT NARRATIVES

## Submit a Complaint

Step 4 of 6

### Describe Your Issue

Next, describe your issue. Providing detailed information will make it easier for us to respond to you effectively.

#### Dealing With My Servicer

This includes feedback or issues pertaining to the communication or support you are receiving or attempting to receive from your loan servicer.

Please describe the issue you have repaying your loans or grants.

Lorem ipsum

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

Lorem ipsum

#### Upload a Document – optional

Attach any documents that are relevant to your case.

 Upload File


#### Additional Information

What is the name of your servicer?


ED-ACS 

Have you contacted your servicer regarding this issue?

Yes  No

Have you reached out to the U.S. Department of Education or your guaranty agency (if applicable) regarding this issue? 

Yes  No

Have you worked with another entity, such as a student loan debt relief company (also known as a third-party debt relief company), regarding this issue? 

Yes  No

Previous

Continue

# CONTACT INFORMATION

## Submit a Complaint

Step 5 of 6

Your Contact Information

Please add complainant's information.

**Complainant's Information** ⓘ

Complainant's First Name

Middle Initial - optional

Last Name

Social Security Number - optional

Mobile Phone Number - optional

ext. - optional

Alternate Phone - optional

ext. - optional

Email Address

**Complainant Military Information** ⓘ

Is the complainant an active member, veteran or dependent of an active member or veteran of the U.S. military?

Yes  No

Previous

Continue

# MILITARY INFORMATION – PRINCIPLES OF EXCELLENCE

## Complainant Military Information <sup>?</sup>

Is the complainant an active member, veteran or dependent of an active member or veteran of the U.S. military?

Yes  No

The complainant is

Select ▼

**?** Select a military affiliation from the drop-down list.

Total Amount of Tuition Paid in the Last Academic Year

*- optional*

Paid Out of Pocket

Select ▼

Paid by any Government Benefit *- optional*

Select ▼

Education Benefits Used (check all that apply):

- Post 9/11 GI Bill (Ch. 33)
- Montgomery GI Bill - Active Duty
- Montgomery GI Bill - Selected Reserve
- Tuition Assistance Top-Up
- Reserve Education Assistance Program
- Survivors and Dependents Assistance (DEA)
- Vocational Rehabilitation and Employment
- Veterans Retraining Assistance Program
- Federal Tuition Assistance (TA)
- State TA /Active Guard & Reserve Duties
- Spouse Career Advance Accounts (MyCAA)
- Federal Student Aid
- Servicemembers' Interest Rate Cap (SCRA)
- None

Service Member's Branch

Select ▼

**?** Select a military branch from the drop-down list.

Service Member's Rank

Select ▼

**?** Select a military rank from the drop-down list.

Age

Select ▼

**?** Select an age range from the drop-down list.

Level of Study *- optional*

Select ▼

Education Center Name and Location *- optional*

Previous

Continue

# SUBMISSION PAGE

## Submit a Complaint

Step 6 of 6

### Review Your Details

#### Complaint Information [Edit](#)

Category  
Repaying My Aid

Subcategory  
Dealing with My Servicer

#### Complaint Description [Edit](#)

Please describe the issue you have repaying your loans or grants.  
test

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

What is the name of your servicer?  
ED - Navient

Have you contacted your servicer regarding this issue?  
Yes

Have you reached out to the U.S. Department of Education or your guaranty agency (if applicable) regarding this issue?  
Yes

Have you worked with another entity, such as a student loan debt relief company (also known as a third-party debt relief company), regarding this issue?  
Yes

#### Complainant's Information [Edit](#)

Name Jane Doe	Social Security Number (SSN) xxx-xx-5555	Email info@studentaid.gov
Mobile Phone	Alternate Phone	Military Affiliation No

I confirm that all the information above is accurate.

[Previous](#)

[Submit](#)