

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' and 'OMB No. 0704-0501 EXP XX/XX/XXXX'. The main content area contains sections for 'AUTHORITY', 'PURPOSE', and 'ROUTINE USE(S)'. A blue-bordered modal window titled 'Notice and Consent Statement' is overlaid on the page. The modal text reads: '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:'. It lists five conditions regarding interception, monitoring, and data privacy. Below the list, it states 'By clicking OK you agree to the terms of the [User Agreement](#).' and features an 'OK' button.

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:

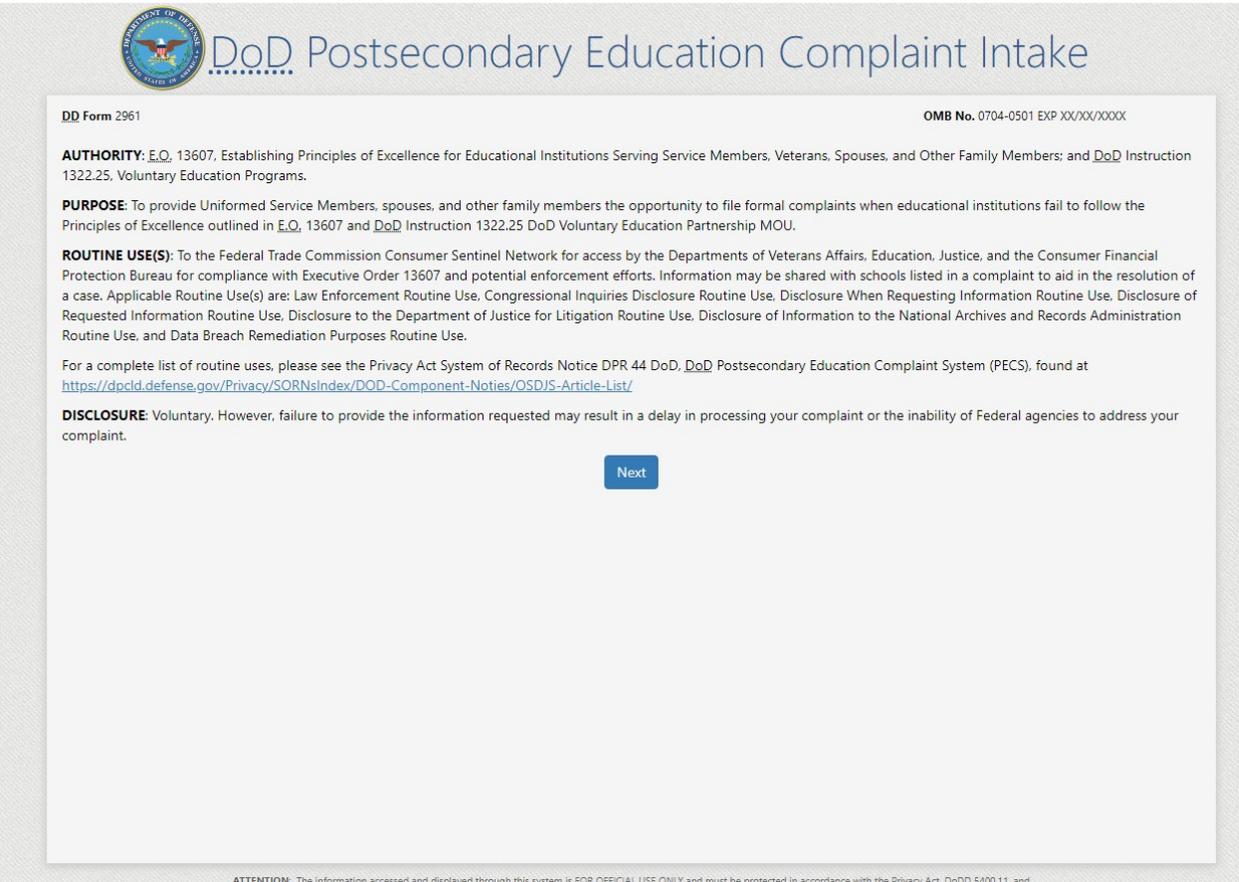
- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations
- At any time, the USG 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

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.



The image shows a screenshot of a web form titled "DoD Postsecondary Education Complaint Intake". At the top left is the Department of Defense seal. The title "DoD Postsecondary Education Complaint Intake" is displayed in a large, blue, sans-serif font. Below the title, the form contains the following text:

DD Form 2961 **OMB No.** 0704-0501 EXP XX/XX/XXXX

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 DoD Voluntary Education Partnership MOU.

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.

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://dpcl.d.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.

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

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 text via the PECS management system.



DoD Postsecondary Education Complaint Intake

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:

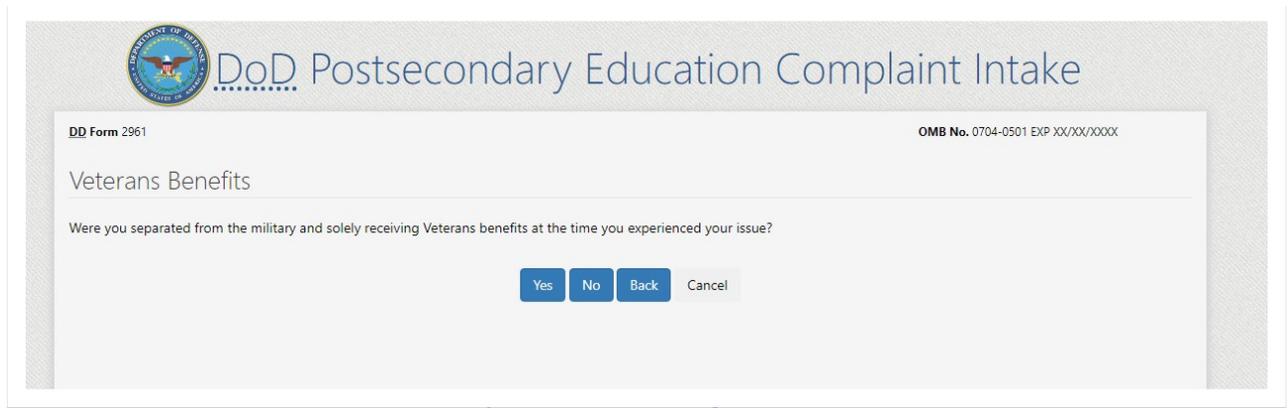
- Army: [Click Here](#)
- Navy: [Click Here](#)
- Air Force: [Click Here](#)
- Marine Corps: [Click Here](#)
- MyCAA: [Click Here](#)

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.

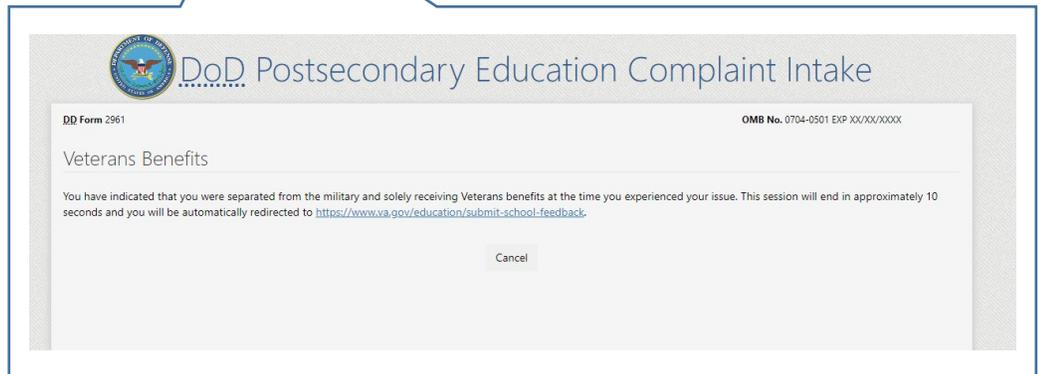
AGENCY DISCLOSURE STATEMENT

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.

4. Upon clicking “Next,” the complainant is presented with a Veterans Benefits question.
5. 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.

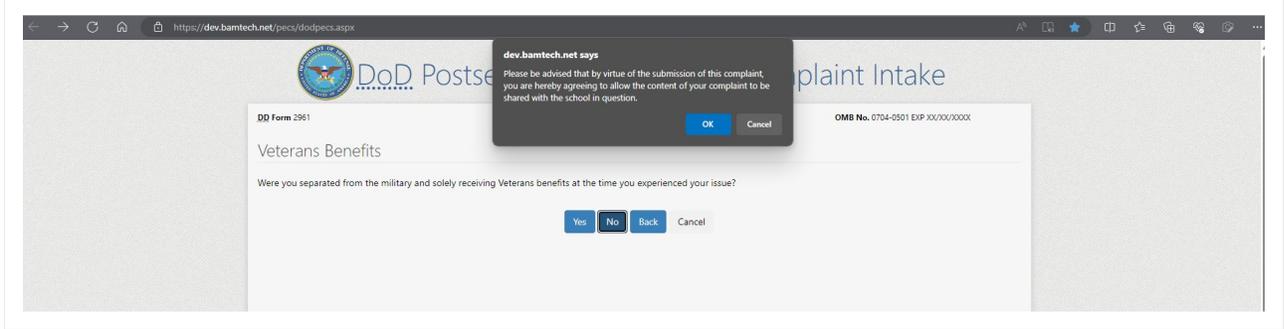


The screenshot shows the top portion of a web form. At the top left is the Department of Defense seal. To its right is the title "DoD Postsecondary Education Complaint Intake". Below the title, on the left, is "DD Form 2961" and on the right is "OMB No. 0704-0501 EXP XX/XX/XXXX". The main heading of the section is "Veterans Benefits". Below this heading is the question: "Were you separated from the military and solely receiving Veterans benefits at the time you experienced your issue?". At the bottom of the question area are four buttons: "Yes", "No", "Back", and "Cancel".



This screenshot shows the same form after a user has selected "Yes". The "Veterans Benefits" heading remains. Below it, a message is displayed: "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>". A single "Cancel" button is centered below the message.

5a. 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.



FILER ENTERS COMPLAINT INTAKE INFORMATION

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

The screenshot shows the 'DoD Postsecondary Education Complaint Intake' form, DD Form 2961, OMB No. 0704-0501 EXP XX/XX/XXXX. The form is titled '1 Education Benefits & Issue' and is part of a four-step process. The current step is 'Education Benefits Currently Using'. The form includes a section for selecting education benefits currently used, with options such as 'Tuition Assistance (TA) for Active Duty Service members or Reserve Component personnel in an active drilling status' (checked), '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)', and 'Tuition Assistance Top-Up'. There is also an 'Other' section with options for 'Other Non-Military Federal Financial Aid' and 'Unsure'. Below this is a section for 'Describe Your Issue', with options for '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', and 'Other' (checked). A text box is provided for 'Please provide your issue topic.*'. At the bottom, there are 'Back', 'Next', and 'Cancel' buttons, and a note: 'Providing optional data will assist in researching your complaint.'

7. **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, it says 'DD Form 2961' and 'OMB No. 0704-0501 EXP XX/XX/XXXX'. There are four purple navigation buttons: '1 Education Benefits & Issue', '2 Complaint' (which is highlighted), '3 Education', and '4 Complainant & Contact'. The main section is titled 'Complaint Information'. It contains two textboxes. The first is labeled 'Required' and has a red asterisk. The second is labeled 'What do you think would be a fair resolution to your issue? (1000 / 1000 characters remaining)'. At the bottom, there are three buttons: 'Back', 'Next', and 'Cancel'. A note at the very bottom says 'Providing optional data will assist in researching your complaint.'

8. **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.

The screenshot shows the 'DoD Postsecondary Education Complaint Intake' form, specifically Step 3: Education Information. The form is titled 'DD Form 2961' and 'OMB No. 0704-0501 EXP XXX/XX/XXXX'. It features a progress bar with four steps: 1 Education Benefits & Issue, 2 Complaint, 3 Education (current step), and 4 Complainant & Contact. The 'School Information' section includes a 'Name *' field with a 'Find School' button, and 'Street 1', 'Street 2', and 'City *' text input fields. Below these are dropdown menus for 'State *', 'Zip', and 'Country *'. Further down are dropdowns for 'Level of Study *', 'Out-Of-Pocket Tuition', and 'Government Tuition Credit'. The 'Education Center Information' section has a 'Name' field, and 'Street 1', 'Street 2', 'City', 'State', 'Zip', and 'Country' fields. At the bottom, there are 'Back', 'Next', and 'Cancel' buttons, and a note: 'Providing optional data will assist in researching your complaint.' A footer note states: '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 ...'

8a. Complaint Filer can manually enter a School Name.

DoD Postsecondary Education Complaint Intake

DD Form 2961 OMB No. 0704-0501 EXP XX/XX/XXXX

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

School Information

Name *
Find School

Street 1

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

Search Cancel

School Name	City	State
ALABAMA SOUTHERN COMMUNITY COLLEGE	Montroseville	AL
AMERICAN RED CROSS - MONTGOMERY	Montgomery	AL
AMERICAN UNIVERSITY INC	MONTGOMERY	AL
AUBURN UNIVERSITY AT MONTGOMERY	MONTGOMERY	AL
AUBURN UNIVERSITY ONLINE	Auburn	AL
BIRMINGHAM SCHOOL OF MASSAGE INC	Birmingham	AL
BEHOLD STATE COMMUNITY COLLEGE	MOBILE	AL
BLUE CLIFF CAREER COLLEGE	Mobile	AL
CAUSHON COMMUNITY COLLEGE	DISCALUR	AL
CAMBRIDGE COLLEGE OF COSMETOLOGY	Enterprise	AL
CARDIAC AND VASCULAR INSTITUTE OF ULTRASOUND	Mobile	AL
CAULFIELD COLLEGE	PRINCE CITY	AL
COLUMBIA SOUTHERN UNIVERSITY	Orange Beach	AL
COMMUNITY COLLEGE OF THE AIR FORCE	Montgomery	AL
SPORTS COLLEGE (SOUTH)	Dothan	AL

Page size: 15

[I Can't Find My School](#)

School Search - Manual Input

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

School Name

Submit Back

9. **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

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

- Active
- National Guard
- Reserve

DD Form 2961 OMB No. 0704-0501 EXP XX/XX/XXXX

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

Filing Information

I am filing on behalf of * **Myself**

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 * **Service Member** Your Service Status * -- Select --

Your Branch * -- Select -- Your Pay Grade * -- Select --

Your Age -- Select --

Your Contact Information

Pay Grade / Salutation * -- Select -- First Name * Last Name *

Street 1

Street 2

City State Zip

Country Telephone (include area code) Telephone International Number

Email Address * Confirm Email *

Back **Next** Cancel

Providing optional data will assist in researching your complaint.

“Service Member selected”

COMPLAINT FILER SELECTS "SPOUSE OR FAMILY MEMBER" AS THEIR SERVICE AFFILIATION

11. When "Spouse or Family Member" is selected as the Service Affiliation:
 - a. Field label's update from "Your..." to "Your Sponsor's..."
 - b. 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 seal and the title. Below the title are four purple navigation buttons: '1 Education Benefits & Issue', '2 Complaint', '3 Education', and '4 Complainant & Contact'. The '2 Complaint' button is highlighted.

Filing Information

I am filing on behalf of * **Myself**

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 Sponsor's Service Affiliation * **Spouse or Family Member** Are You MyCAA? * **Yes** **No** Your Sponsor's Service Status * **-- Select --**

Your Sponsor's Branch * **-- Select --** Your Sponsor's Pay Grade * **-- Select --**

Your Age **-- Select --**

Your Contact Information

Pay Grade / Salutation * **-- Select --** First Name * Last Name *

Street 1

Street 2

City State **-- Select --** Zip

Country **-- Select --** Telephone (include area code)

International Number

Email Address * Confirm Email *

Back **Next** Cancel

Providing optional data will assist in researching your complaint.

ATTENTION: The information entered and displayed through this system is ERP (PSP/PA) USE ONLY and will be captured in accordance with the Privacy Act, DoD Form 11, and

COMPLAINT FILER SELECTS "VETERAN" AS THEIR SERVICE AFFILIATION

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



DoD Postsecondary Education Complaint Intake

DD Form 2961 OMB No. 0704-0501 EXP XX/XX/XXXX

1 Education Benefits & Issue

2 Complaint

3 Education

4 Complainant & Contact

Filing Information

I am filing on behalf of * Myself

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)**
Telephone
 International Number

Email Address * **Confirm Email ***

Back Next Cancel

Providing optional data will assist in researching your complaint.

13. 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 OMB No. 0704-0501 EXP XX/XX/XXXX

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

- 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.

test

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

Not Provided

Education

School
 ALABAMA SOUTHERN COMMUNITY COLLEGE
 Alabama Southern Community College
 P O Box 2000
 Monroeville AL 36460
 United States

Level of Study	Out-Of-Pocket Tuition	Government Tuition Credit
Bachelor	\$5,000 - \$9,999	\$20,000 - \$29,999
Education Center		
Not Provided		
Not Provided		

Complainant & Contact

Filed on Behalf of	Service Status	MyCAA Student
Myself	Active	No
Service Affiliation	Pay Grade	Age
Service Member	E-4	Not Provided
Branch	Name	
Air Force	Britt Krieg	
Pay Grade / Salutation	Email	
Mrs	Britt@fakeemail.com	
Address		
Vienna VA 22232		
United States		
Telephone		
Not Provided		



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

Please enter exact text into the box above.

Back
Submit Complaint
Cancel

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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
- Space 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
- SPE1
- SPE2
- SPE3
- SPE4
- SGT
- 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
- SPE1
- SPE2
- SPE3
- SPE4
- SGT
- 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
- 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