

# POSTSECONDARY EDUCATION COMPLAINT SYSTEM (PECS) NOTICE

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## **Military Students (TA & MyCAA)**

Dear Military Student:

As a beneficiary of military tuition assistance, we want you to be aware that the Department of Defense officially launched its [Postsecondary Education Complaint System](#) for military students and family members. Agency partners including the Departments of Veterans Affairs and Education are also launching similar feedback tools providing a centralized system for filing student complaints. The initiative, which is part of the President's Executive Order establishing Principles of Excellence for educational institutions serving Service Members, Veterans, Spouses, and Other Family Members, is designed to empower you and your family members to report misleading or unfair actions by educational institutions. Examples of education-related issues may include, but are not limited to, misrepresentation or deceptive actions with regards to private or institutional loans, high-pressure recruitment tactics, false representations about degree programs, and misleading statements regarding accreditation.

If you or your family member is a Tuition Assistance (TA) or Military Spouse Career Advancement Accounts (MyCAA) Scholarship recipient, you are encouraged to submit feedback at: <https://www.militaryonesource.mil/web/mos/choosing-a-college>. Similarly, feedback by GI Bill recipients can be submitted at [www.benefits.va.gov/gibill/feedback.asp](http://www.benefits.va.gov/gibill/feedback.asp) and feedback by federal financial aid recipients can be sent to [Compliancecomplaints@ed.gov](mailto:Compliancecomplaints@ed.gov).

All verified cases will be submitted to the Federal Trade Commission's Consumer Sentinel Network accessible by over 650 federal, state and local law enforcement agencies for use in enhancing and coordinating law enforcement investigations. Appropriate cases will be referred to the Department of Justice and/or Consumer Financial Protection Bureau.

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## **DOD MOU PARTNERSHIP INSTITUTIONS**

The Department of Defense announces the launch of the [Postsecondary Education Complaint System](#) which will provide a centralized online reporting system for service members and their families to use in reporting problems with education institutions. Agency partners including the Departments of Veterans Affairs and Education are also launching online feedback tools providing a centralized system for veterans, service members and eligible family members to file student complaints.

Students can submit a complaint if they believe their school is failing to follow the Principles of Excellence through the centralized online reporting system accessed via the [Department of Defense](#) website. Examples of education-related issues may include, but are not limited to, misrepresentation or deceptive actions with regards to private or institutional loans, high-pressure recruitment tactics, false representations about degree programs, and misleading statements regarding accreditation.

The complaint system is part of the President's Executive Order establishing Principles of Excellence for educational institutions serving Service Members, Veterans, Spouses, and other Family Members; designed to empower beneficiaries to report experiences related to misleading or unfair acts or practices by educational institutions serving veterans, service members and their families.

Military-connected students using Tuition Assistance (TA) or Military Spouse Career Advancement Accounts (MyCAA) Scholarships can submit feedback at: <https://www.militaryonesource.mil/web/mos/choosing-a-college>. Once a complaint is received, agency staff will contact both the student submitting the complaint as well as the referenced school, working with both parties to fully understand the issue raised and seek resolution.

All verified cases will be submitted to the Federal Trade Commission's Consumer Sentinel Network accessible by over 650 federal, state and local law enforcement agencies for use in enhancing and coordinating law enforcement investigations. Appropriate cases will be referred to the Department of Justice and/or Consumer Financial Protection Bureau.