



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

JAN 08 2014

Dear Higher Education Executive,

The Department of Veterans Affairs in collaboration with other Federal Agencies, will soon be launching a centralized online reporting system, allowing Servicemembers, Veterans, and their families to provide complaints about educational institutions. The initiative is part of the implementation of Executive Order 13607 "Establishing Principles of Excellence for Educational Institutions Serving Service Members, Veterans, Spouses, and Other Family Members." It is designed to empower students and their families, ensuring they have the best information needed to make the most informed educational choices, while holding institutions of higher learning to the highest standards.

The VA centralized online complaint system is designed for Veterans, Servicemembers and eligible dependents to report negative experiences with education institutions; it gives the federal government the information needed to identify and address unfair, deceptive and misleading practices to ensure high quality academic and student support services. Students will be able to provide feedback about a school through the centralized online complaint system accessed via the GI Bill website.

When feedback is received, VA will contact the school on behalf of the student and work toward a resolution. VA will contact the School Certifying Official (SCO) on record to resolve a complaint. Institutions will have an opportunity to direct VA to another appropriate office other than the SCO to handle complaints. Complaints and their resolutions will be forwarded to the FTC Consumer Sentinel Network, accessible by over 650 federal, state and local law enforcement agencies.

The complaint system for GI Bill beneficiaries will launch on the redesigned GI Bill website at www.benefits.va.gov/gibill. The new online complaint system is one of a range of tools being implemented by the federal government to protect beneficiaries and improve information available to education beneficiaries in support of the President's "Principles of Excellence" Executive Order. Thank you for your continued support of our Servicemembers, Veterans and their family members.

Respectfully,

A handwritten signature in black ink, appearing to read "Robert M. Worley II", is written over a white background.

Robert M. Worley II
Director, Education