

POST SECONDARY EDUCATION COMPLAINT SYSTEM FOR SERVICE MEMBERS AND THEIR FAMILIES

Service members and their families may use the Department of Defense Postsecondary Education Complaint System , a centralized online reporting system for reporting problems with education institutions. Students can submit a complaint if they believe their school is failing to follow the Principles of Excellence. 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.

Military-connected students using Tuition Assistance (TA) or Military Spouse Career Advancement Accounts (MyCAA) Scholarships can submit feedback at: www.militaryonesource.mil/voluntary-education/complaint. 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.

Please note: the Law School respectfully requests an opportunity to address any concerns which would result in a negative complaint, prior to filing with this system. Students may contact the Office of Student Engagement with any questions regarding these procedures.

(Included in NYLS Student Handbook on October 23, 2015)