



## HERITAGE CHRISTIAN UNIVERSITY

### **VA Complaint Process**

Introduction to the GI Bill Feedback System January 2014 marked the beginning of a new opportunity in Veteran consumer protection. VA, in partnership with DoD, ED, FTC, DOJ, and CFPB, launched the GI Bill Feedback System. This system allows VA, with state and federal agencies, to work with educational institutions to address issues on behalf of Veterans, Service Members, and dependents utilizing VA educational benefits.

The GI Bill Feedback System allows recipients of VA educational benefits to submit complaints against educational institutions they believe have acted erroneously, deceptively, with misleading recruiting practices, or in some other way have failed to follow the PoE.

### **Complaint Intake Process**

Any VA complaint against Heritage Christian University should be directed through the VA GI Bill feedback system. Individuals who wish to submit a complaint can do so on their own behalf, on behalf of someone else, or anonymously by visiting the GI Bill Feedback System at [benefits.va.gov/gibill/Feedback.asp](https://benefits.va.gov/gibill/Feedback.asp). To submit a complaint, an individual identifies which education benefit is being used, selects an issue category, provides his or her complaint narrative and desired outcome, identifies the school, and provides contact information.

A VA Complaint Case Manager reviews the complaint to determine if the complaint is PoE related, if it should be referred to another agency, or if the complaint warrants further review by VA and State Approving Agency (SAA) officials.

Routine PoE-related complaints are monitored and managed by VA complaint case managers. An automated email is sent to the complainant notifying him or her that the case is being handled. The complaint case manager may provide updates or request additional information from the complainant throughout the process.

The case manager forwards the complaint to the educational institution identified in the complaint for the school to review and provide a response.

VA requests that institutions provide an email response to the complaint on school letterhead to VA within 60 days. VA reviews and forwards the response to the complainant.

A complaint is considered non-PoE or flagrant by a VA complaint case manager based on the following criteria:

**Non-PoE complaints**

- ♣ Focuses on VA’s handling of education benefits
- ♣ Does not involve the institution or employer
- ♣ Is incoherent or spam
- ♣ Complaint is a duplicate of another

**Serious or flagrant complaints**

- ♣ Indicates serious or significant fraud or abuse
- ♣ Submitted by a whistleblower
- ♣ As otherwise determined by the VA complaint case manager

Serious or flagrant complaints are given increased scrutiny by VA and may lead to a targeted risk-based program review or be referred to VA’s Office of Inspector General.

Complaints that are not related to VA education benefits, such as Title IV financial aid or DoD Tuition Assistance, are referred accordingly to DoD or ED. PoE related complaints are forwarded to the institution identified for resolution.

Anonymous complaints may or may not be forwarded to an institution, depending on the nature of the complaint. If there is no information about the complainant, there is no plausible way the institution would be able to resolve or respond to the issue. The complaint will generally be “Closed” as “Information Only,” but will still be forwarded to the FTC database.

If a complaint is determined to be non-PoE related, the case will be “Closed” and assigned a resolution code of “Invalid,” and an email will be provided to the complainant advising of such. In these cases, complainants are instructed to submit their issue through a VA customer service portal. They are encouraged to call the GI Bill Hotline (1-888-GIBILL-1) or to send an email to a customer service representative via the GI Bill website ([www.benefits.va.gov/gibill](http://www.benefits.va.gov/gibill)).