

DEPARTMENT OF DEFENSE



**DoD Postsecondary
Education Complaint System
(PECS)**

Draft User Guide

1 AUGUST 2013

Table of Contents

Getting Started	2
Managing Your PECS Profile.....	3
View Pending Complaint Cases	6
My Cases.....	8
Searching for Complaint Cases.....	10
Taking Ownership of Complaint Cases	12
Take Over Ownership of an Active Complaint Case from another User	14
Editing Complaint Cases.....	15
Complaint Case Notes	16
Email a Complaint Case Note.....	17
Reassigning Complaint Cases	19
Transferring Complaint Cases.....	21
Closing Compliant Cases	26
Escalating Complaint Cases to FTC for Further Action	29
Complaint Case Log.....	31
Upload complaint cases via XML file	32
Complaint Case Reports.....	35
Content Manage Complaint Intake Pages	39

Getting Started

The DoD Postsecondary Education Complaint System (PECS) permits authorized personnel the ability to track, manage and process formal complaints cases submitted by, or on behalf of, uniformed service members, spouses and other family members when educational institutions fail to follow the Principles of Excellence outlined in Executive Order 13607.

Users assigned to a Complaint Case Role of Level 1 (Field), Level 2 (Service Chief) or Level 3 (OSD) have the ability to view and manage complaint cases. Additionally, PECS users have access to Complaint Case reports. Complaint cases enter the DoD Postsecondary Education Complaint System via submission of the Online Intake Form or XML file upload.

All complaint cases, submitted via the online intake form, enter PECS in a *Pending* status and are assigned to Level 2 (Service Chief) of the appropriate Department. When complaints are received, the system will send a (Do Not Reply) email notification to all Level 2 Complaint System users assigned to the complainant's associated branch (Army, Marines, MyCAA, etc). Users must subscribe to receive complaint system emails via their PECS profile.

The DoD Postsecondary Education Complaint System and DoD Postsecondary Education Complaint Intake are accessed via the following URLs:

- DoD Postsecondary Education Complaint System:
<https://afaems.langley.af.mil/vemis>
- DoD Postsecondary Education Complaint Intake:
<https://afaems.langley.af.mil/vemis/DoDPostsecondaryEDComplaintSystem.aspx>

Managing Your PECS Profile

DoD Postsecondary Education Complaint System users have the ability to manage their PECS profile. Users have the ability to edit their contact information in addition to subscribing or unsubscribing to complaint system emails. When subscribed to complaint system emails, users will receive notifications when the following actions occur:

- Complaint case enters the Pending Queue of the user's assigned complaint system Level and Service
- Complaint case is reassigned or transferred to the user

To View Your PECS Profile:

1. Hover over the **Profile** navigation bar option and select **My Profile**.

The screenshot shows the 'My Profile' page of the DoD Postsecondary Education Complaint System. The navigation bar includes 'Home', 'Reports', 'Profile', 'Complaint Cases', 'Help', and 'Logout'. The 'Profile' option is circled in red. The page title is 'My Profile' and the user is identified as 'Welcome Jones, Jon' with a 'US Air Force' badge. The profile is divided into several sections:

- User Information:** Includes fields for User Name (*), Component (*), First Name (*), Last Name (*), Title (*), Phone DSN, Phone COM, Office Symbol (*), and Email Address (*). The 'Component' dropdown is set to 'Air Force'.
- Roles and Permissions:** Includes 'Reports Role' (set to 'No Access'), 'Complaint Cases Role' (set to 'Level 1'), and 'Permissions' (with a checkbox for 'Service Administrator'). A red callout box points to the 'Complaint Cases Role' dropdown with the text 'Your assigned Complaint Case Role'.
- Account Information:** Includes a checkbox for 'Subscribed to Complaint Case Emails' which is checked.
- Login Information:** Includes fields for 'Last Successful Login' (05/31/2013 16:17:37 PM), 'Last Successful IP Address' (192.168.0.61), 'Last Failed Login' (No record), and 'Last Failed IP Address' (No record).

At the bottom of the page are 'Update Profile' and 'Cancel' buttons.

To Edit Your PECS Profile:

1. Hover over the **Profile** navigation bar option and select **My Profile**.
2. Make the desired edit.
3. Click the **Update Profile** button.

The screenshot shows the 'My Profile' page in the DoD Postsecondary Education Complaint System. The page header includes the Department of Defense logo and the system title. A navigation bar contains links for Home, Reports, Profile, Complaint Cases, Help, and Logout. The 'Profile' link is circled in red. Below the navigation bar, the user is identified as 'Welcome Jones, Jon' with a US Air Force logo. The main content area is titled 'My Profile' and is divided into several sections: 'User Information' (User Name: jonjones, Component: Air Force, First Name: Jon, Last Name: Jones, Title: Analyst, Phone DSN, Phone COM, Office Symbol: AFA, Email Address: jonjones@bamtech.net), 'Roles and Permissions' (Reports Role: No Access, Complaint Cases Role: Level 1, Permissions: Service Administrator), 'Account Information' (Subscribed to Complaint Case Emails: checked), and 'Login Information' (Last Successful Login: 05/31/2013 16:17:37 PM, Last Successful IP Address: 192.168.0.61, Last Failed Login: No record, Last Failed IP Address: No record). At the bottom of the page, the 'Update Profile' button is circled in red, along with a 'Cancel' button.

NOTE: You are not permitted to edit your Complaint Case Role.

To Subscribe or Unsubscribe to Complaint System Emails:

1. Hover over the **Profile** navigation bar option and select **My Profile**.
2. Mark the **Subscribed** checkbox (to receive complaint system emails), **OR**
3. Unmark the Subscribed checkbox (to NOT receive complaint system emails).

The screenshot displays the 'My Profile' page of the DoD Postsecondary Education Complaint System. The page header includes the Department of Defense logo and the system title. A navigation bar contains links for Home, Reports, Profile, Complaint Cases, Help, and Logout. The 'Profile' link is highlighted, and a 'My Profile' dropdown menu is visible. The user is identified as 'Jones, Jon' and is associated with the 'US Air Force'.

User Information

User Name *	Component *	
jonjones	Air Force	
First Name *	Last Name *	Title *
Jon	Jones	Analyst
Phone DSN	Phone COM	Office Symbol *
		AFA
Email Address *		
jonjones@bamtech.net		

Roles and Permissions

Reports Role	Complaint Cases Role	Permissions
No Access	Level 1	<input type="checkbox"/> Service Administrator

Account Information

Subscribed to Complaint Case Emails ⓘ

Subscribed

Login Information

Last Successful Login:	Last Successful IP Address:
05/31/2013 16:17:37 PM	192.168.0.61
Last Failed Login:	Last Failed IP Address:
No record	No record

Buttons: Update Profile, Cancel

View Pending Complaint Cases

All users assigned to a Complaint System Role (Level 1, Level 2 or Level 3) have the ability to view complaint cases. Level 1 and Level 2 users are restricted to viewing cases assigned to their Department (i.e. Army, Navy, MyCAA). Level 3 (OSD) users can view ALL complaint cases.

To View Pending Complaint Cases

1. Hover over the Complaint Cases navigation menu option and select **Cases**, OR
2. Click the Count total from the **Pending Cases** dock.
3. Click the  icon to view the desired complaint case details.



The screenshot shows the DoD Complaint System home page. The navigation menu includes Home, Reports, Profile, Complaint Cases, Help, and Logout. The 'Complaint Cases' menu is expanded, showing 'Cases', 'My Cases', and 'Case Upload'. The 'Pending Cases' table shows the following data:

Level	Count
Level 1	1
Level 2	4
Level 3	7
Total	10



The screenshot shows the 'Complaint Cases' search page. The search filters are set to Department: Air Force, Level: Level 2, and Status: Pending. The search results show 7 cases found:

Case ID	External Case ID	Department	Level	Status	Case Owner	Contact Name	School	Submitted Date
USA1085		Air Force	Level 2	Pending	Chavez, Nick		COBB CNA SCHOOL DBA COBB MEDICAL INSTITUTE	11/14/2012
USAF1089		Air Force	Level 2	Pending	Chavez, Nick		ACADEMY OF HAIR DESIGN - LAS VEGAS	11/15/2012
USAF1090		Air Force	Level 2	Pending	Chavez, Nick		ACADEMY OF HAIR DESIGN - LAS VEGAS	11/15/2012
USAF1144		Air Force	Level 2	Pending	Chavez, Nick		DIVINE CNA TRAINING	12/13/2012

4. View the complaint case details

The screenshot displays the DoD Complaint System interface. At the top, there is a navigation bar with links for Home, Reports, Profile, Complaint Cases, Help, and Logout. The main header area features the DoD Complaint System logo and several departmental seals. A user greeting indicates the user is logged in as Juan Martinez from the US Air Force.

The central section is titled "Complaint Case" and displays the following information:

- Contact:** Chavez, Nick; Email: dennis.khau@bamtech.net; Phone: 7037789197
- Complainant:** COBB CNA SCHOOL DBA COBB MEDICAL INSTITUTE; Spouse or Family Member | Army
- Case ID:** USA1085
- Department:** Air Force
- Level:** Level 2
- Submitted:** 11/14/2012 10:02 AM
- Case Owner:** No Owner

A "Pending" status icon is shown next to the case ID, along with a "Take Ownership" button.

Below this information, there are tabs for "Complaint", "Notes", and "Log". The "Complaint" tab is active, showing sections for "Contact Information", "Filing Information", and "Contact Information".

The "Filing Information" section includes a dropdown for "I am filing on behalf of" with options "Myself" (selected) and "Someone Else".

The "Contact Information" section contains the following fields:

- Rank / Salutation:** E-4
- First Name:** Nick
- Last Name:** Chavez
- Street 1:** 305 10th St S Apt 3308
- Street 2:** Building 9
- City:** Arlington
- State:** Virginia
- Zip:** 22202
- Country:** USA
- Telephone (Include area code):** 7037789197 (with an "International Number" checkbox)
- Email:** dennis.khau@bamtech.net
- Confirm Email:** dennis.khau@bamtech.net

At the bottom of the form, there are sections for "Complainant Information", "Complaint Information", and "Education Information". The form concludes with "Update" and "Back" buttons.

My Cases

Upon taking ownership of a complaint, the case will be assigned to you and will appear in your **My Cases** area. Your cases can be accessed via the navigation bar or the My Cases dock.

To View Complaint Cases Assigned to You

1. Hover over the **Complaint Cases** navigation menu option and select **My Cases**, OR
2. Click the Count total from the **My Cases** dock.
3. Click the  icon to view the desired complaint case details.



The screenshot displays the DoD Complaint System interface. The top navigation bar includes links for Home, Reports, Profile, Complaint Cases, Help, and Logout. The 'Home' section features a 'My Cases' dock with a count of 3. The 'Complaint Cases' section shows 'My Cases' and 'Pending Cases' with their respective counts. A red box highlights the 'My Cases' page content, and a red circle highlights the count '3' in the 'My Cases' dock.

My Cases

Status: Active
Case ID (e.g. 12456, USA12456):
External Case ID:
School Name:

Cases Found: 3

Case ID	External Case ID	Department	Level	Status	Case Owner	Contact Name	School	Submitted Date	
USAF1175		Air Force	Level 2	Active	Martinez, Juan	Jones, Bob	BELLARMINE UNIVERSITY	01/13/2013	
USAF1176		Air Force	Level 2	Active	Martinez, Juan	Dwight, Tim	Colorado Mesa University	01/13/2013	
USAF1177		Air Force	Level 2	Active	Martinez, Juan	Jones, Heather	UNIVERSITY OF MARY	01/13/2013	

4. View complaint case details

DoD Complaint System

Home Reports Profile Complaint Cases Help Logout

Welcome **Martinez, Juan** to VEMIS! US Air Force

Complaint Case

Contact
Jones, Heather
hjones@bamtech.net 123-123-4456
Complainant
UNIVERSITY OF MARY
Service Member | Air Force | Active

Active USAF1177
Department: Air Force Level: Level 2
Submitted: 01/13/2013 18:52 PM Case Owner: Martinez, Juan
Reassign Ownership Transfer Case Close Case

Complaint Notes Log

Contact Information

Filing Information

I am filing on behalf of *

Myself
 Someone Else

Contact Information

Rank / Salutation *
E-3

First Name *
Heather

Last Name *
Jones

Street 1 *
1234 Street

Street 2

City *
Silver Town

State *
California

Zip *
33445

Country *
USA

Telephone (Include area code) *
123-123-4456 International Number

Email *
hjones@bamtech.net

Confirm Email *
hjones@bamtech.net

Complainant Information

Complaint Information

Education Information

Update Back

Searching for Complaint Cases

Users can search for specific complaint cases using various filter options.

To search for specific complaint cases that you own:

1. Access the **My Cases** area via the navigation bar menu, **OR**
2. Click the Count total from the **My Cases** dock.
3. Enter one or more search criteria
4. Click the **Search** button.

The screenshot shows the DoD Complaint System interface. The top navigation bar includes 'Home', 'Reports', 'Profile', 'Complaint Cases', 'Help', and 'Logout'. The 'My Cases' link is circled in red. Below the navigation bar, the 'My Cases' dock shows a count of 3, which is also circled in red. A red arrow points from this count to the 'My Cases' search form. The search form includes fields for Status (set to 'Active'), Case ID, External Case ID, and School Name. A 'Search' button is circled in red. Below the search form, a table displays the results for 3 cases found.

Case ID	External Case ID	Department	Level	Status	Case Owner	Contact Name	School	Submitted Date
USAF1175		Air Force	Level 2	Active	Martinez, Juan	Jones, Bob	BELLARMINE UNIVERSITY	01/13/2013
USAF1176		Air Force	Level 2	Active	Martinez, Juan	Dwight, Tim	Colorado Mesa University	01/13/2013
USAF1177		Air Force	Level 2	Active	Martinez, Juan	Jones, Heather	UNIVERSITY OF MARY	01/13/2013

To search for specific complaint cases you do NOT own:

1. Access the Pending Cases area via the navigation bar option or dock.
2. Enter one or more search criteria (i.e. Department, Case ID, Status).
3. Click the **Search** button.

DoD Complaint System

Home Reports Profile **Complaint Cases** Help Logout

Home **Cases** My Cases Case Upload

Welcome **Martinez, Juan** to VEMIS! US Air Force

System Announcements
DoD Complaint System Coming Soon!
10/18/2012
Welcome
09/10/2011
[View All Announcements](#)

Complaint Cases

My Cases

Level	Count
Level 2	3

Pending Cases

Level	Count
Level 1	1
Level 2	7
Level 3	1

DoD Complaint System

Home Reports Profile **Complaint Cases** Help Logout

Welcome **Martinez, Juan** to VEMIS! US Air Force

Complaint Cases

Department: Air Force Level: Level 2 Status: Pending

Case ID (e.g. 12456, USA12456) External Case ID School Name

Search Clear Filter

Cases Found: 7

Case ID	External Case ID	Department	Level	Status	Case Owner	Contact Name	School	Submitted Date
USA1085		Air Force	Level 2	Pending	Chavez, Nick		COBB CNA SCHOOL DBA COBB MEDICAL INSTITUTE	11/14/2012
USAF1089		Air Force	Level 2	Pending	Chavez, Nick		ACADEMY OF HAIR DESIGN - LAS VEGAS	11/15/2012
USAF1090		Air Force	Level 2	Pending	Chavez, Nick		ACADEMY OF HAIR DESIGN - LAS VEGAS	11/15/2012
USAF1144		Air Force	Level 2	Pending	Chavez, Nick		DIVINE CNA TRAINING	12/13/2012
USAF1173		Air Force	Level 2	Pending	Leggs, Harry		UNIVERSITY OF HAWAII - HAWAII COMMUNITY COLLEGE	01/11/2013
USAF1174		Air Force	Level 2	Pending	Lombardo, Guy		University of Virginia	01/11/2013
USAF1184		Air Force	Level 2	Pending	Skittles, Rainbow		CALIFORNIA CAREER INSTITUTE	01/16/2013

Taking Ownership of Complaint Cases

Level 1 (Field) and Level 2 (Service Chief) users can only take ownership of *Pending* complaint cases that are assigned to their Department. Level 3 (OSD) can take ownership of any *Pending* case. Additionally, a user's assigned complaint Case Role (Level 1, 2 or 3) determines which cases they can manage. A case's status will update to *Active* when ownership is taken and an email notification will be sent to the complaint POC alerting them to the case status progression.

- Level 1 users: can only take ownership of *Pending*, Level 1 cases assigned to their Department.
- Level 2 users: can only take ownership of *Pending*, Level 1 and Level 2 cases assigned to their Department.
- Level 3 (OSD): can take ownership of all *Pending* complaint cases regardless of its Level or Department.

To take ownership of a Pending complaint case:

1. Access the Pending Cases via the navigation bar menu or dock.
2. Click the  icon to view the desired complaint case details.



The screenshot displays the DoD Complaint System interface. The top navigation bar includes 'Home', 'Reports', 'Profile', 'Complaint Cases', 'Help', and 'Logout'. The 'Complaint Cases' menu is highlighted, and a red circle is drawn around the 'Cases' sub-menu item. Below the navigation bar, the user is logged in as 'Welcome Martinez, Juan to VEMIS!' with the 'US Air Force' affiliation. The main content area shows a search filter for 'Complaint Cases' with the following settings: Department: Air Force, Level: Level 2, Status: Pending. The search results show 7 cases found. A table lists the cases with columns for Case ID, External Case ID, Department, Level, Status, Case Owner, Contact Name, School, and Submitted Date. A red circle is drawn around the magnifying glass icon in the search filter, and another red circle is drawn around the '7' in the 'Cases Found: 7' text. A red arrow points from the magnifying glass icon to the '7' in the 'Cases Found: 7' text.

Case ID	External Case ID	Department	Level	Status	Case Owner	Contact Name	School	Submitted Date
USA1085		Air Force	Level 2	Pending	Chavez, Nick		COBB CNA SCHOOL DBA COBB MEDICAL INSTITUTE	11/14/2012
USAF1089		Air Force	Level 2	Pending	Chavez, Nick		ACADEMY OF HAIR DESIGN - LAS VEGAS	11/15/2012
USAF1090		Air Force	Level 2	Pending	Chavez, Nick		ACADEMY OF HAIR DESIGN - LAS VEGAS	11/15/2012
USAF1144		Air Force	Level 2	Pending	Chavez, Nick		DIVINE CNA TRAINING	12/13/2012
USAF1173		Air Force	Level 2	Pending	Leggs, Harry		UNIVERSITY OF HAWAII - HAWAII COMMUNITY COLLEGE	01/11/2013
USAF1174		Air Force	Level 2	Pending	Lombardo, Guy		University of Virginia	01/11/2013
USAF1184		Air Force	Level 2	Pending	Skittles, Rainbow		CALIFORNIA CAREER INSTITUTE	01/16/2013

3. Click the **Take Ownership** button.

The screenshot displays the DoD Complaint System interface. At the top, there is a navigation bar with links for Home, Reports, Profile, Complaint Cases, Help, and Logout. The main header area includes the DoD Complaint System logo and several service branch emblems. A user greeting reads "Welcome Martinez, Juan to VEMIS!" with a "US Air Force" badge.

The central section is titled "Complaint Case" and contains the following information:

- Contact:** Chavez, Nick; dennis.khau@bamtech.net; 7037789197
- Complainant:** DIVINE CNA TRAINING; Service Member | Air Force | Reserve
- Case ID:** USAF1144
- Department:** Air Force
- Level:** Level 2
- Submitted:** 12/13/2012 16:06 PM
- Case Owner:** No Owner

A "Pending" status icon is shown next to the case ID. A blue button labeled "Take Ownership" is circled in red.

Below this information is a tabbed interface with "Complaint", "Notes", and "Log" tabs. The "Complaint" tab is active, showing a form with the following sections:

- Contact Information:** (Empty)
- Filing Information:**
 - I am filing on behalf of *
 - Myself
 - Someone Else
- Contact Information:**
 - Rank / Salutation *: E-6
 - First Name *: Nick
 - Last Name *: Chavez
 - Street 1 *: 305 10th St S Apt 3308
 - Street 2: Building 9
 - City *: Arlington
 - State *: Virginia
 - Zip *: 22202
 - Country *: USA
 - Telephone (Include area code) *: 7037789197 International Number
 - Email *: dennis.khau@bamtech.net
 - Confirm Email *: dennis.khau@bamtech.net
- Complainant Information:** (Empty)
- Complaint Information:** (Empty)
- Education Information:** (Empty)

At the bottom of the form are "Update" and "Back" buttons.

Take Over Ownership of an Active Complaint Case from another User

Users have the option to take over ownership of *Active* complaint cases owned by another user.

- Level 1: Users assigned to a Level 1 Complaint Case Role can take ownership of an *Active* case owned by another Level 1 user in their Department only.
- Level 2: Users assigned to a Level 2 Complaint Case Role can take ownership of an *Active* case owned by another Level 1 or Level 2 user in their Department only.
- Level 3: Users assigned to a Level 3 (OSD) Complaint Case Role can take ownership of any *Active* case owned by another user.

To take over ownership of an Active case from another user:

1. Access an *Active* complaint case owned by another user
2. Click the **Take Over Ownership** button.

The screenshot displays the 'DoD Postsecondary Education Complaint System' interface. At the top, there is a navigation bar with links for Home, Reports, Profile, Complaint Cases, Help, and Logout. A user is logged in as 'Jones, Jon' from the 'US Air Force'. The main content area shows a 'Complaint Case' for 'USAF1175'. The case is marked as 'Active' and is owned by 'Martinez, Juan'. A red circle highlights the 'Take Over Ownership' button. Below the case details, there are tabs for 'Complaint', 'Notes', and 'Log'. The 'Complaint' tab is active, showing 'Contact Information' and 'Filing Information'. The 'Filing Information' section includes a radio button for 'Myself' and a radio button for 'Someone Else'. The 'Contact Information' section includes fields for 'Pay Grade / Salutation *' (E-5), 'First Name *' (Bob), 'Last Name *' (Jones), 'Street 1' (100 Main Street), 'Street 2', 'City' (Minot), 'State' (North Dakota), and 'Zip' (55555).

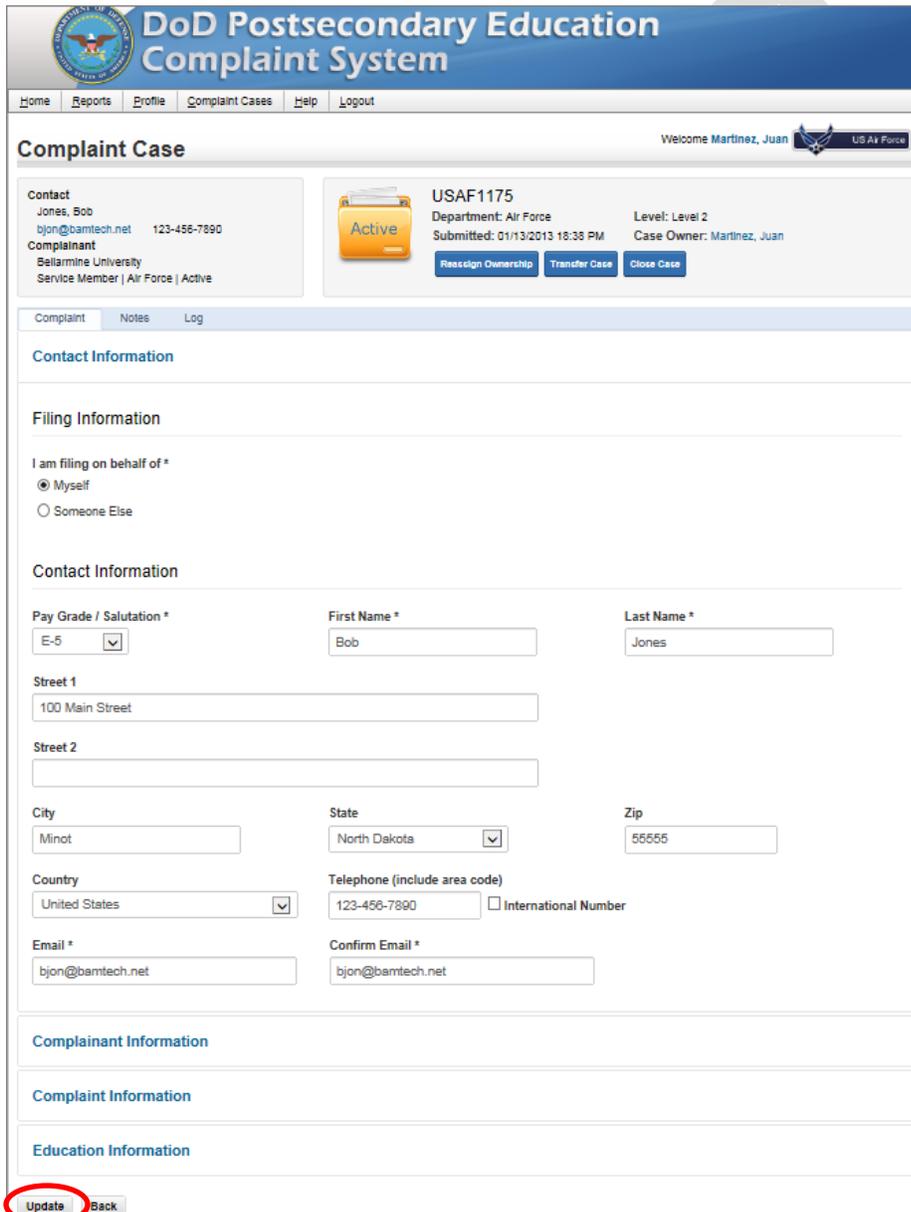
Editing Complaint Cases

Users have the ability to edit complaint cases that meet the following criteria:

- User is the assigned case owner
- Complaint case is in an *Active* status

To edit a complaint case:

1. Access a complaint case in an Active status (you must be the assigned case owner).
2. Make the desired edit.
3. Click the **Update** button.



The screenshot displays the 'DoD Postsecondary Education Complaint System' interface. At the top, there is a navigation bar with links for Home, Reports, Profile, Complaint Cases, Help, and Logout. The user is logged in as 'Welcome Martinez, Juan' with a 'US Air Force' profile picture. The main content area is titled 'Complaint Case' and shows details for case 'USAF1175'. The case is in an 'Active' status, as indicated by a yellow 'Active' badge. The case owner is 'Martinez, Juan'. Below the case details, there are tabs for 'Complaint', 'Notes', and 'Log'. The 'Complaint' tab is selected, showing a form for editing the complaint. The form includes sections for 'Contact Information', 'Filing Information', and 'Complainant Information'. The 'Contact Information' section has fields for 'Pay Grade / Salutation *' (E-5), 'First Name *' (Bob), 'Last Name *' (Jones), 'Street 1' (100 Main Street), 'Street 2', 'City' (Minot), 'State' (North Dakota), 'Zip' (55555), 'Country' (United States), 'Telephone (include area code)' (123-456-7890), and 'International Number' (checkbox). The 'Filing Information' section has a radio button for 'Myself' and a radio button for 'Someone Else'. The 'Complainant Information' section has fields for 'Email *' (bjon@bamtech.net) and 'Confirm Email *' (bjon@bamtech.net). At the bottom of the form, there are two buttons: 'Update' (circled in red) and 'Back'.

Complaint Case Notes

Complaint System users can enter notes into complaint case records regardless of the case status (Pending, Active or Closed). A case note's author is permitted to edit or email a note to the complaint POC.

To enter a complaint case note:

1. Access the desired complaint case.
2. Click the **Notes** tab.
3. Click the **Add Note** button.
4. Enter the desired note text.
5. Click the **Add** button.

The screenshot displays the DoD Postsecondary Education Complaint System interface. At the top, there is a navigation menu with links for Home, Reports, Profile, Complaint Cases, Help, and Logout. The main header area shows the system name and a welcome message for 'Martinez, Juan'. Below this, the 'Complaint Case' section displays details for case USAF1175, including the contact information for Jones, Bob, the complainant BELLARMINE UNIVERSITY, and the case status 'Active'. The 'Notes' tab is selected, and the 'Add Note' button is circled in red. A red callout box highlights the 'Add Note' button and the 'Add' button at the bottom of the note editor. The note editor includes a rich text area with a toolbar and options to email the note to the complaint case contact and to include the user's contact information in the email.

Email a Complaint Case Note

The author of a complaint case note has the option to email a note to the complainant. Additionally, the author has the option to include their contact information (Name, phone number and email address) into the body of the email text. Contact information is pulled from the user's profile.

To email a complaint case note (during note creation):

1. Access a case's Note area and click **Add Note**.
2. Enter note text.
3. Mark the Email note to complaint case contact checkbox.
4. Mark the checkbox to include contact information (OPTIONAL)
5. Click the **Add** button.

The screenshot displays the 'DoD Postsecondary Education Complaint System' interface. At the top, there is a navigation bar with links for Home, Reports, Profile, Complaint Cases, Help, and Logout. A welcome message for 'Martinez, Juan' is visible in the top right corner. The main content area is titled 'Complaint Case' and shows details for case 'USAF1175', including the department (Air Force), level (Level 2), and owner (Martinez, Juan). Below this, there are tabs for 'Complaint', 'Notes', and 'Log'. The 'Notes' tab is active, showing a rich text editor with a toolbar. At the bottom of the notes section, there are two checkboxes: 'Email note to complaint case contact' and 'Include my contact information (full name, email address, and phone) in email sent to complaint case contact'. These checkboxes and the 'Add' button are circled in red. The 'Add' button is located at the bottom left of the notes section.

To email a complaint case note (after note has been created):

1. Case note's author accesses the Note area of a complaint case.
2. Click the **Email** button associated to the desired note.
3. Mark the checkbox to include your contact information (OPTIONAL)
4. Click the **Send** button.

The screenshot displays the 'DoD Postsecondary Education Complaint System' interface. At the top, there is a navigation bar with links for Home, Reports, Profile, Complaint Cases, Help, and Logout. The user is logged in as 'Martinez, Juan' (US Air Force). The main content area shows a 'Complaint Case' for 'USAF1175', which is 'Active'. The case details include: Department: Air Force, Level: Level 2, Submitted: 01/13/2013 18:38 PM, and Case Owner: Martinez, Juan. The contact information for 'Jones, Bob' is provided. The 'Notes' section is highlighted with a red arrow pointing to the 'Notes' tab, with the text 'Click to view Notes section'. Below this, the 'Add Note' form is shown, which includes a rich text editor with the following text: 'Hello, I have contacted your school and discussed your complaint with them. Your advisor has stated that you should, in fact, be able to transfer 45 s.h. of your previously earned college credit. Once you submit an official transcript your previously earned credit will be evaluated and applied toward your required coursework at Bellarmine University.' The form also has a checkbox for 'Include my contact information (full name, email address, and phone) in email sent to complaint case contact' and buttons for 'Send' and 'Cancel'. On the right side of the form, there are 'Edit' and 'Email' buttons, with the 'Email' button circled in red.

Reassigning Complaint Cases

A user can Reassign *Active* complaint cases they own to another user within the same Level and Department. Reassigning ownership is a lateral movement of a case to another user that shares your Level and Department.

To Reassign a complaint case:

1. View a complaint case that you own.
2. Click the **Reassign Ownership** button.



The screenshot displays the DoD Complaint System interface. At the top, there is a navigation bar with the following links: Home, Reports, Profile, Complaint Cases, Help, and Logout. The main header area features the DoD Complaint System logo and several departmental seals. A welcome message reads "Welcome Martinez, Juan to VEMIS!" with a "US Air Force" indicator.

The main content area is titled "Complaint Case" and shows details for case USAF1175. The case status is "Active". The case owner is "Martinez, Juan". The case was submitted on "01/13/2013 18:38 PM". The case is at "Level: Level 2". The case owner is "Martinez, Juan". The "Reassign Ownership" button is circled in red.

Below the case details, there are tabs for "Complaint", "Notes", and "Log". The "Complaint" tab is selected. The "Contact Information" section is visible, showing the following information:

Contact Information

Contact
Jones, Bob
bjon@bamech.net 123-456-7890

Complainant
BELLARMINE UNIVERSITY
Service Member | Air Force | Active

Filing Information

I am filing on behalf of *

Myself

Someone Else

Contact Information

Rank / Salutation * First Name * Last Name *

E-5 [dropdown] Bob Jones

3. Select the user to be reassigned the complaint case.
4. Enter a reassign reason note (required)
5. Click the **Reassign** button.

DoD Complaint System

Home Reports Profile Complaint Cases Help Logout

Welcome **Martinez, Juan** to VEMIS! US Air Force

Complaint Case - Reassign

Contact
Jones, Bob
bjon@bamtech.net 123-456-7890

Complainant
BELLARMINE UNIVERSITY
Service Member | Air Force | Active

USAF1175
Department: Air Force Level: Level 2
Submitted: 01/13/2013 18:38 PM Case Owner: Martinez, Juan

Active

Reassign Ownership Transfer Case Close Case

Information: Complaint cases can be reassigned to another user within the same level and department. If you wish to reassign to a user in a different level or department please use the Transfer action.

Reassign to User *
-- Select --

Note (reassign reason) *

Design HTML Preview

Reassign Cancel

Transferring Complaint Cases

Users can transfer *Active* complaint cases they own to another Level, Department or User. Only Level 2 and Level 3 (OSD) users have the ability to transfer a case to another Department. Level 1 users are restricted to transferring a case up one level and Level 2 users can transfer up or down one Level.

The screenshot displays the DoD Complaint System interface. At the top, there are logos for the Department of Defense and various military branches. The main header reads "DoD Complaint System". Below the header, there is a navigation menu with "Home", "Reports", "Profile", "Complaint Cases", "Help", and "Logout". A welcome message says "Welcome Martinez, Juan to VEMIS!".

The main content area is titled "Complaint Case" and shows details for case USAF1175. The case is marked as "Active" with a yellow folder icon. The details include: Department: Air Force, Level: Level 2, Submitted: 01/13/2013 18:38 PM, and Case Owner: Martinez, Juan. There are three buttons: "Reassign Ownership", "Transfer Case" (highlighted with a red circle), and "Close Case".

Below the case details, there are tabs for "Complaint", "Notes", and "Log". The "Complaint" tab is selected, showing a form for "Contact Information". The form includes sections for "Filing Information" (with a radio button for "Myself" selected), "Contact Information" (with fields for Rank / Salutation, First Name, Last Name, Street 1, Street 2, City, State, Zip, Country, Telephone, Email, and Confirm Email), "Complainant Information", "Complaint Information", and "Education Information". At the bottom of the form are "Update" and "Back" buttons.

To transfer a case to another Level:

Users assigned to a Level 2 or Level 3 (OSD) Complaint Case Role have the ability to transfer a case up or down one level. Users must be the case owner to transfer a complaint.

1. View a complaint case that you own.
2. Click the **Transfer Case** option.

The screenshot displays the DoD Complaint System interface. At the top, there is a navigation bar with the system name and logos for various military departments. Below this is a user welcome message: "Welcome Martinez, Juan to VEMIS!". The main content area shows details for a complaint case with ID USAF1175. The case is marked as "Active" and is currently at "Level: Level 2". The case owner is identified as "Martinez, Juan". Three action buttons are visible: "Reassign Ownership", "Transfer Case" (which is circled in red), and "Close Case". The complainant information includes "BELLARMINE UNIVERSITY" and "Service Member | Air Force | Active". Below the case details, there are tabs for "Complaint", "Notes", and "Log". The "Contact Information" section is expanded, showing "Filing Information" with radio buttons for "Myself" (selected) and "Someone Else". At the bottom, there are input fields for "Rank / Salutation" (E-5), "First Name" (Bob), and "Last Name" (Jones).

3. Select the new Level you wish to transfer the complaint case.
4. Enter a transfer reason note (required)
5. Click the Transfer button.

DoD Complaint System

Home Reports Profile Complaint Cases Help Logout

Welcome **Martinez, Juan** to VEMIS! US Air Force

Complaint Case - Transfer

Contact
Jones, Bob
bjon@bamtech.net 123-456-7890

Complainant
BELLARMINE UNIVERSITY
Service Member | Air Force | Active

USAF1175
Department: Air Force Level: Level 2
Submitted: 01/13/2013 18:38 PM Case Owner: Martinez, Juan

[Reassign Ownership](#) [Transfer Case](#) [Close Case](#)

Information: Complaint cases can be transferred to another level and/or department. If a user is not selected the complaint case will go to the pending queue of the selected level and department. The current case level and department are preselected.

Level * Level 2
Department * Air Force
Transfer to User (optional) -- Select --

Note (transfer reason) *

To transfer a case to another Department:

Users assigned to a Complaint Case Role of Level 2 or Level 3 (OSD) have the ability to transfer a case to another Department. Users must be the assigned case owner to transfer a complaint.

1. View a complaint case that you own.
2. Select the Department that you wish to transfer the complaint case.
3. Click the **Transfer** button.

DoD Complaint System

Home Reports Profile Complaint Cases Help Logout

Welcome **Martinez, Juan** to VEMIS! **US Air Force**

Complaint Case - Transfer

Contact
Jones, Bob
bjon@bamtech.net 123-456-7890

Complainant
BELLARMINE UNIVERSITY
Service Member | Air Force | Active

Active USAF1175
Department: Air Force Level: Level 2
Submitted: 01/13/2013 18:38 PM Case Owner: Martinez, Juan

Reassign Ownership Transfer Case Close Case

Information: Complaint cases can be transferred to another level and/or department. If a user is not selected the complaint case will go to the pending queue of the selected level and department. The current case level and department are preselected.

Level * Department * Transfer to User (optional)
Level 2 Air Force -- Select --

Note (transfer reason) *

Design HTML Preview

Transfer Cancel

To transfer a case to another User:

Users have the ability to transfer their *Active* complaint cases to another user. A system generated (Do Not Reply) email notification will be sent to the new owner when a case has been transferred to them.

- Level 1 users can transfer cases to users that share their Level and Department only.
- Level 2 users can transfer cases to specific Level 1 and Level 2 users.
- Level 3 users can transfer cases to specific Level 2 and Level 3 (OSD) users.

To transfer a case to another user:

1. View a complaint case that you own.
2. Select the User that you wish to become the newly assigned case owner.
3. Click the **Transfer** button.

DoD Complaint System

Home Reports Profile Complaint Cases Help Logout

Welcome **Martinez, Juan** to VEMIS! US Air Force

Complaint Case - Transfer

Contact
Jones, Bob
bjon@bamtech.net 123-456-7890

Complainant
BELLARMINE UNIVERSITY
Service Member | Air Force | Active

Active USAF1175
Department: Air Force Level: Level 2
Submitted: 01/13/2013 18:38 PM Case Owner: Martinez, Juan

Reassign Ownership Transfer Case Close Case

Information: Complaint cases can be transferred to another level and/or department. If a user is not selected the complaint case will go to the pending queue of the selected level and department. The current case level and department are preselected.

Level * Department * Transfer to User (optional)
Level 2 Air Force -- Select --

Note (transfer reason) *

Design HTML Preview

Transfer Cancel

Closing Compliant Cases

Owners of *Active* complaint cases have the ability to close cases when deemed appropriate. When closing cases, users must select a Close Reason and have the option to enter notes.

Level 1 and Level 2 users must select one of the following Close Reasons:

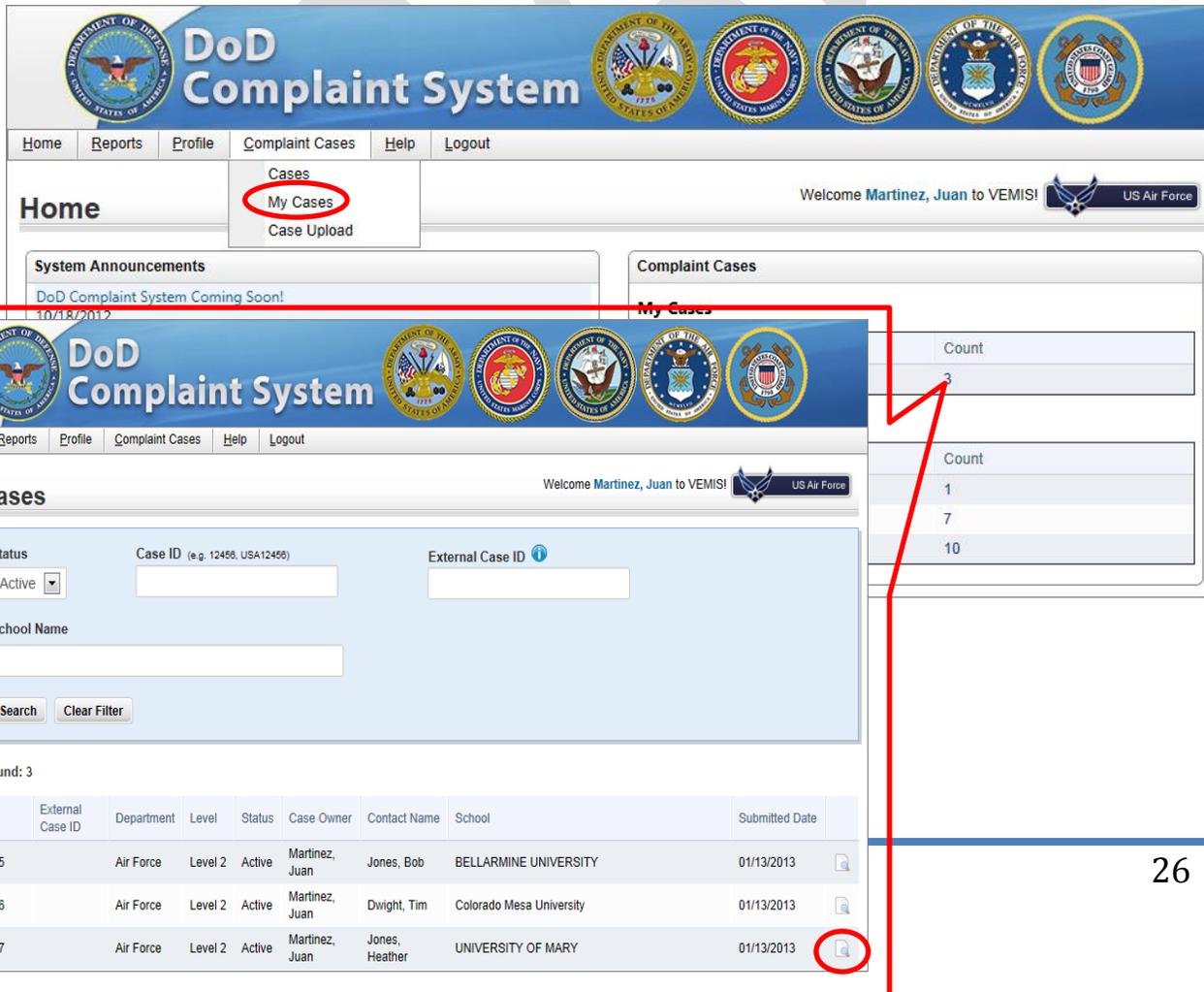
- Resolved
- Duplicate

Level 3 (OSD) users must select one of the following Close Reasons:

- Resolved
- Duplicate
- Forwarded to FTC for action by Dept of Justice
- Forwarded to FTC for action by Dept of Veterans Affairs
- Forwarded to FTC for action by Dept of Education

To close a complaint case:

1. Access a complaint case you own via the navigation bar menu or My Cases dock.
2. Click the  icon to view the desired complaint case details.



The screenshot displays the DoD Complaint System interface. The top navigation bar includes 'Home', 'Reports', 'Profile', 'Complaint Cases', 'Help', and 'Logout'. The 'Complaint Cases' dropdown menu is open, with 'My Cases' highlighted. The 'My Cases' section is highlighted with a red box and contains search filters for Status (Active), Case ID, External Case ID, and School Name. Below the filters, a table lists three cases found:

Case ID	External Case ID	Department	Level	Status	Case Owner	Contact Name	School	Submitted Date
USAF1175		Air Force	Level 2	Active	Martinez, Juan	Jones, Bob	BELLARMINE UNIVERSITY	01/13/2013
USAF1176		Air Force	Level 2	Active	Martinez, Juan	Dwight, Tim	Colorado Mesa University	01/13/2013
USAF1177		Air Force	Level 2	Active	Martinez, Juan	Jones, Heather	UNIVERSITY OF MARY	01/13/2013

To the right of the table, a 'Count' column is visible, with values 1, 7, and 10 corresponding to the rows. A red arrow points from the table to this column.

3. Click the **Close Case** option.

The screenshot displays the DoD Complaint System interface. At the top, there is a navigation bar with links for Home, Reports, Profile, Complaint Cases, Help, and Logout. Below this is a header for the "Complaint Case" with a welcome message for "Martinez, Juan" and a "US Air Force" badge. The main content area shows details for case "USAF1177", including the complainant "Jones, Heather" and the case owner "Martinez, Juan". A red circle highlights the "Close Case" button among other options like "Reassign Ownership" and "Transfer Case". Below the case details are sections for "Contact Information", "Filing Information", and another "Contact Information" section with input fields for rank, first name, and last name.

DoD Complaint System

Home | Reports | Profile | Complaint Cases | Help | Logout

Welcome **Martinez, Juan** to VEMIS! US Air Force

Complaint Case

Contact
Jones, Heather
hjones@bamtech.net 123-123-4456

Complainant
UNIVERSITY OF MARY
Service Member | Air Force | Active

Active USAF1177
Department: Air Force Level: Level 2
Submitted: 01/13/2013 18:52 PM Case Owner: Martinez, Juan

Reassign Ownership | Transfer Case | **Close Case**

Complaint | Notes | Log

Contact Information

Filing Information

I am filing on behalf of *

Myself
 Someone Else

Contact Information

Rank / Salutation * First Name * Last Name *

E-3 Heather Jones

4. Select a Close Reason.
5. Enter a Note (optional).
6. Click the **Close** button.

DoD Complaint System

Home Reports Profile Complaint Cases Help Logout

Welcome Martinez, Juan to VEMIS! US Air Force

Complaint Case - Close

Contact
Jones, Heather
hjones@bamtech.net 123-123-4456

Complainant
UNIVERSITY OF MARY
Service Member | Air Force | Active

Active USAF1177
Department: Air Force Level: Level 2
Submitted: 01/13/2013 18:52 PM Case Owner: Martinez, Juan

Reassign Ownership Transfer Case Close Case

Once a complaint case is closed it can no longer be edited. Only case notes can be added/edited.

Close Reason *
Resolved

Note (optional)

Design HTML Preview

Email note to complaint case contact

Close Cancel

Escalating Complaint Cases to FTC for Further Action

Users assigned to a Level 3 (OSD) Complaint Case Role have the ability to forward complaint cases to the FTC's Consumer Sentinel Network system for further action by the Department of Justice, Veterans Affairs or Education. Complaint cases are forwarded to FTC for further action by a Level 3 (OSD) selecting the appropriate Close Reason. When a case is closed with a Forwarded to FTC reason, a system generated (Do Not Reply) email is sent to the appropriate Department POC(s).

To escalate a case to FTC for further action:

1. Access an *Active* complaint case you own (You must be assigned to a Level 3 Complaint Case Role).
2. Click the **Close Case** option.



The screenshot displays the DoD Complaint System interface. At the top, there is a navigation bar with links for Home, Reports, Profile, Complaint Cases, VEMIS Admin, Help, and Logout. The main header area includes the DoD Complaint System logo and several departmental seals. Below the navigation bar, the user is logged in as Winters, Jeremy, with the role OSD. The main content area shows a complaint case for USA1053, which is currently in an 'Active' state. The case details include the Department (OSD), Level (Level 3), Submitted date (11/06/2012 11:08 AM), and Case Owner (Winters, Jeremy). Three action buttons are visible: Reassign Ownership, Transfer Case, and Close Case. The Close Case button is highlighted with a red circle. Below the case details, there are tabs for Complaint, Notes, and Log. The Contact Information section shows the contact details for Christopher Jones, including his email and phone number. The Filing Information section shows that the user is filing on behalf of someone else. The Contact Information section at the bottom shows the user's rank (E-3), first name (Christopher), and last name (Jones).

3. Select the appropriate Close Reason
4. Enter additional Notes (optional)
5. Click the **Close** button.

DoD Complaint System

Home Reports Profile Complaint Cases VEMIS Admin Help Logout

Welcome Winters, Jeremy to VEMIS! OSD

Complaint Case - Close

Contact
 Jones, Christopher
 christopher.jones@fakemail.com 858-787-1005

Complainant
 ART INSTITUTE OF CALIFORNIA - SAN DIEGO (THE)
 Service Member | Army | Reserve

USA1053
 Department: OSD Level: Level 3
 Submitted: 11/06/2012 11:08 AM Case Owner: Winters, Jeremy

Reassign Ownership Transfer Case Close Case

Once a complaint case is closed it can no longer be edited. Only case notes can be edited.

Close Reason *
 Resolved

Note (optional)

Design HTML Preview

Email note to complaint case contact

Close Cancel

Resolved
 Duplicate
 Forwarded to FTC for action by Dept of Justice
 Forwarded to FTC for action by Dept of Veterans Affairs
 Forwarded to FTC for action by Dept of Education

User has option to include their Note in the body of the system generated email.

Complaint Case Log

Each complaint case contains a Log that records specific case activity. A user accesses a complaint case Log by viewing the desired complaint case and clicking the **Log** tab.

To view a complaint case's Log:

1. Access a complaint case.
2. Select the **Log** tab.

The screenshot displays the 'DoD Postsecondary Education Complaint System' interface. At the top, there is a navigation menu with 'Home', 'Reports', 'Profile', 'Complaint Cases', 'Help', and 'Logout'. Below the navigation, the user is logged in as 'Martinez, Juan' with a 'US Air Force' profile picture. The main content area is titled 'Complaint Case' and shows details for case 'USAF1175'. The case is 'Active' and is owned by 'Martinez, Juan'. The case was submitted on 01/13/2013 at 18:38 PM. The complainant is 'Jones, Bob' from 'BELLARMINE UNIVERSITY'. The case level is 'Level 2'. There are three buttons: 'Reassign Ownership', 'Transfer Case', and 'Close Case'. Below the case details, there is a table with tabs for 'Complaint', 'Notes', and 'Log'. The 'Log' tab is selected, and a red arrow points to it with the text 'Click the Log tab'. The table has columns for 'Case Status', 'Case Level', 'Department', 'Assigned To', 'Assigned Date', 'Case Closed Reason', 'Case Closed Date', 'Updated By', and 'Updated Date'. The table contains six rows of log entries, with the first two rows highlighted in orange. A red callout box points to the highlighted text with the text 'Highlighted text indicates updated information'.

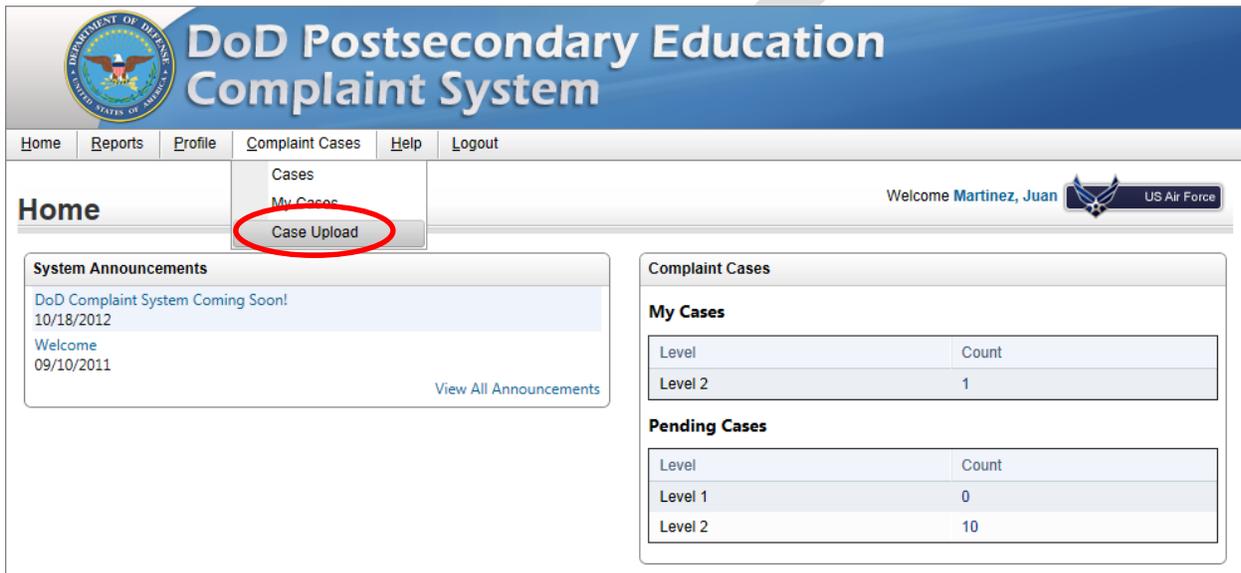
Case Status	Case Level	Department	Assigned To	Assigned Date	Case Closed Reason	Case Closed Date	Updated By	Updated Date
Active	Level 2	Air Force	Martinez, Juan	4/8/2013 10:42:04 AM			Martinez, Juan	4/8/2013 10:42:04 AM
Pending	Level 2	Air Force					Martinez, Juan	2/20/2013 11:45:29 AM
Active	Level 2	Air Force	Martinez, Juan	2/19/2013 8:34:22 AM			Martinez, Juan	2/19/2013 8:34:22 AM
Pending	Level 2	Air Force					Martinez, Juan	2/19/2013 8:31:43 AM
Active	Level 2	Air Force	Martinez, Juan	1/14/2013 11:45:44 AM			Martinez, Juan	1/14/2013 11:45:44 AM
Pending	Level 2	Air Force						1/13/2013 6:38:36 PM

Upload complaint cases via XML file

Level 1, Level 2 and level 3 (OSD) users have the option to upload complaint cases via XML file. Cases uploaded to PECS must be in a Level 2, *Pending* or *Closed*, status. When cases are uploaded via XML file a case will be created in PECS and assigned a unique Complaint System ID number. The Case Upload area contains a Template, Reference Document & Example to guide a user through the upload process.

To upload complaint cases via XML file:

1. Hover over the **Complaint Cases** navigation bar option and select **Case Upload**.

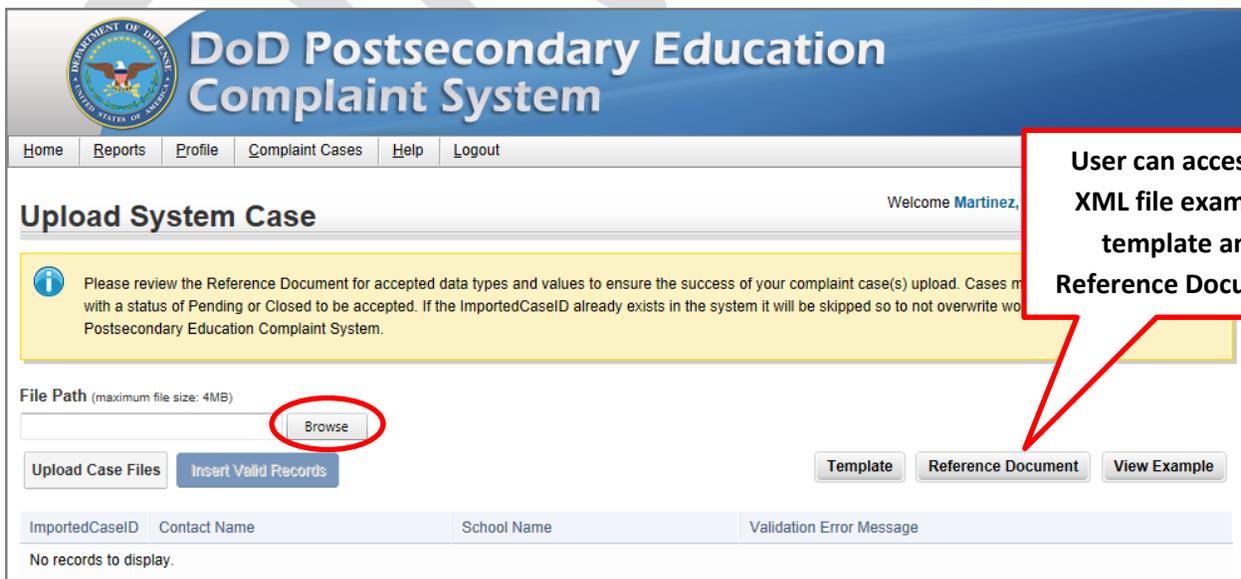


The screenshot shows the home page of the DoD Postsecondary Education Complaint System. The navigation bar includes Home, Reports, Profile, Complaint Cases, Help, and Logout. The 'Complaint Cases' menu is open, showing options for Cases, My Cases, and Case Upload, with 'Case Upload' circled in red. The main content area features System Announcements, a 'Complaint Cases' section with 'My Cases' and 'Pending Cases' tables, and a user welcome message for Martinez, Juan.

Level	Count
Level 2	1

Level	Count
Level 1	0
Level 2	10

2. Click the **Browse** button and select an XML file to upload.



The screenshot shows the 'Upload System Case' page. A yellow information banner at the top provides instructions on data types and values. Below it is a 'File Path' field with a 'Browse' button circled in red. At the bottom, there are buttons for 'Template', 'Reference Document', and 'View Example'. A callout box points to these buttons with the text: 'User can access an XML file example, template and Reference Document'.

3. Click the **Upload Case Files** button.

DoD Postsecondary Education Complaint System

Home | Reports | Profile | Complaint Cases | Help | Logout

Welcome **Martinez, Juan** US Air Force

Upload System Case

i Please review the Reference Document for accepted data types and values to ensure the success of your complaint case(s) upload. Cases must be uploaded as Level 2 with a status of Pending or Closed to be accepted. If the ImportedCaseID already exists in the system it will be skipped so as not to overwrite work done within the DoD Postsecondary Education Complaint System.

File Path (maximum file size: 4MB)
Complaint Case SJ.xml

DoD Postsecondary Education Complaint System

Home | Reports | Profile | Complaint Cases | Help | Logout

Welcome **Martinez, Juan** US Air Force

Upload System Case

i Please review the Reference Document for accepted data types and values to ensure the success of your complaint case(s) upload. Cases must be uploaded as Level 2 with a status of Pending or Closed to be accepted. If the ImportedCaseID already exists in the system it will be skipped so as not to overwrite work done within the DoD Postsecondary Education Complaint System.

File Path (maximum file size: 4MB)

ImportedCaseID	Contact Name	School Name	Validation Error Message
564568	Jones, Sam	UNIVERSITY OF NORTH CAROLINA AT WILMINGTON	
109390	Doe, John	UNIVERSITY OF VIRGINIA	
109391	Reeves, James	UNIVERSITY OF VIRGINIA	

4. Click the **Insert Valid Records** button.
5. Click **OK** on the confirmation messages.

DoD Postsecondary Education Complaint System

Home Reports Profile Complaint Cases Help Logout

Welcome **Martinez, Juan** US Air Force

Upload System Case

i Please review the Reference Document for accepted data types and values to ensure the success of your complaint case(s) upload. Cases must be uploaded as Level 2 with a status of Pending or Closed to be accepted. If the ImportedCaseID already exists in the system it will be skipped so to not overwrite work done within the DoD Postsecondary Education Complaint System.

File Path (maximum file size: 4MB)

ImportedCaseID	Contact Name	Name	Validation Error Message
564568	Jones, Sam	UNIVERSITY OF NORTH CAROLINA AT WILMINGTON	
109390	Doe, John	UNIVERSITY OF NORTH CAROLINA AT WILMINGTON	
109391	Reeves, James	UNIVERSITY OF NORTH CAROLINA AT WILMINGTON	

Message from webpage

? Are you sure you want to add these complaint cases to VEMIS?
Complaint cases cannot be deleted once they have been entered.

Message from webpage

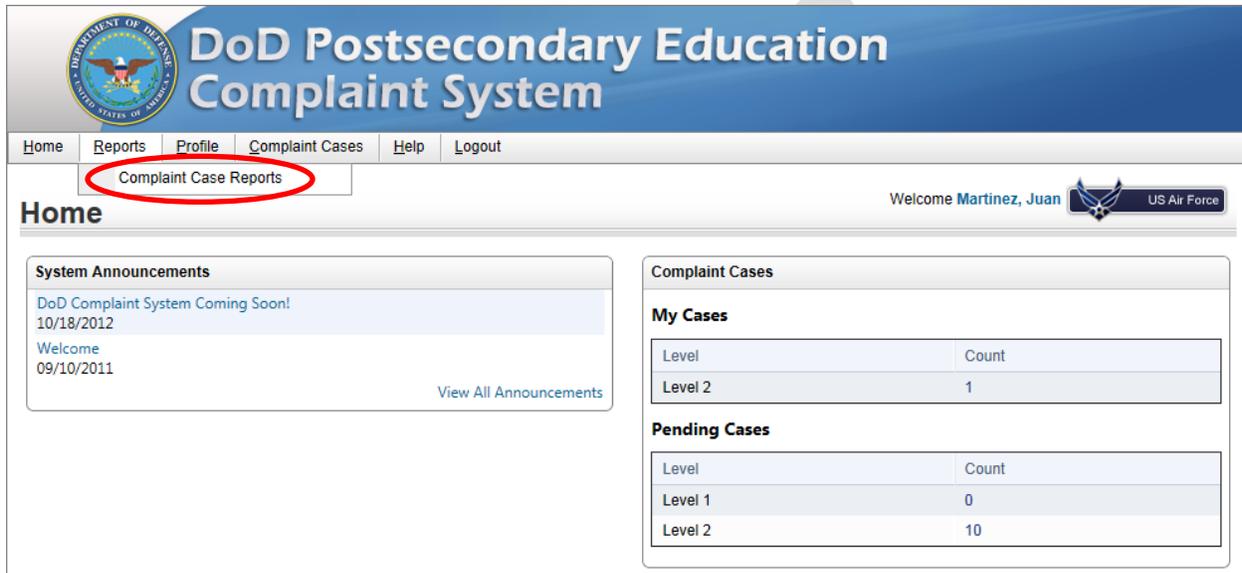
! Successfully uploaded complaint cases.

Complaint Case Reports

Users have the ability to run complaint case related reports. Level 1 and Level 2 Complaint Case Role users can run reports pertaining to their Department only. Level 3 (OSD) users can run reports for all Departments.

To run a complaint case report:

1. Hover over the **Reports** navigation bar option and select **Complaint Case Reports**.



DoD Postsecondary Education Complaint System

Home Reports Profile Complaint Cases Help Logout

Complaint Case Reports

Welcome Martinez, Juan US Air Force

Home

System Announcements

DoD Complaint System Coming Soon!
10/18/2012
Welcome
09/10/2011

[View All Announcements](#)

Complaint Cases

My Cases

Level	Count
Level 2	1

Pending Cases

Level	Count
Level 1	0
Level 2	10

2. Establish desired report criteria (i.e. Date Range, Rank Group, Service).

The screenshot displays the 'DoD Postsecondary Education Complaint System' interface. At the top left is the Department of Defense logo. The main header reads 'DoD Postsecondary Education Complaint System'. A navigation menu includes 'Home', 'Reports', 'Profile', and 'Complaint Cases'. A user greeting 'Welcome Martinez, Juan' and 'US Air Force' is visible on the right. The central section is titled 'Complaint Case Reports' and contains a search filter panel. This panel includes a magnifying glass icon, a 'Fiscal Year' dropdown menu (set to 2013), a 'Date Range' section with 'Date Range (min)' and 'Date Range (max)' input fields, a 'Rank Group' dropdown menu (set to All), and a 'Service' dropdown menu (set to Air Force). A red box highlights the 'Date Range' section in the top panel, with red arrows pointing to the 'Date Range' label in the main filter panel. Below the filter panel, there are three expandable report sections: 'Number of Complaint Cases by School', 'Complaint Cases by Education Benefit', and 'Complaint Cases by Issue', each with a brief description and 'Criteria Used'.

Complaint Case Reports

Welcome Martinez, Juan US Air Force

Fiscal Year **Date Range**

Fiscal Year: 2013

Rank Group: All

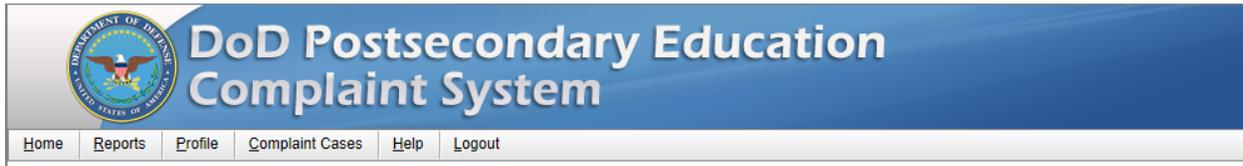
Service: Air Force

▶ **Number of Complaint Cases by School**
Report provides a list of schools and the total number of complaint cases filed against them. Report results include all complaint cases with a submitted date between the selected date ranges.
Criteria Used: Supplied date range, Service, Rank Group

▶ **Complaint Cases by Education Benefit**
Report provides the total number of complaint cases by Education Benefit for complaints submitted between the selected date range.
Criteria Used: Supplied date range, Service, Rank Group

▶ **Complaint Cases by Issue**
Report provides the total number of complaint cases by Issue for complaints submitted between the selected date range.
Criteria Used: Supplied date range, Service, Rank Group

3. Click the desired report title to run the report.



DoD Postsecondary Education Complaint System

Home Reports Profile Complaint Cases Help Logout

Complaint Case Reports

Welcome **Martinez, Juan**  US Air Force

Fiscal Year Date Range

Fiscal Year:
2013

Rank Group: All

Service: Air Force

▶ **Number of Complaint Cases by School**

Report provides a list of schools and the total number of complaint cases filed against them. Report results include all complaint cases with a submitted date between the selected date ranges.

Criteria Used: Supplied d

▶ **Complaint Cases by Educa**

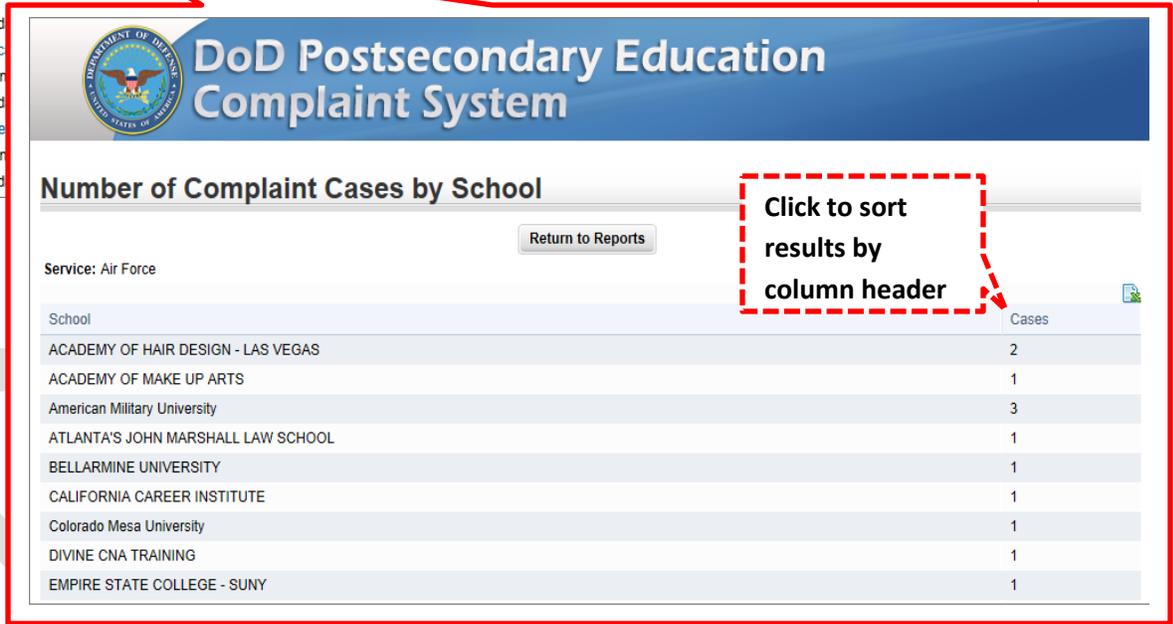
Report provides the total n

Criteria Used: Supplied d

▶ **Complaint Cases by Issue**

Report provides the total n

Criteria Used: Supplied d



DoD Postsecondary Education Complaint System

Number of Complaint Cases by School

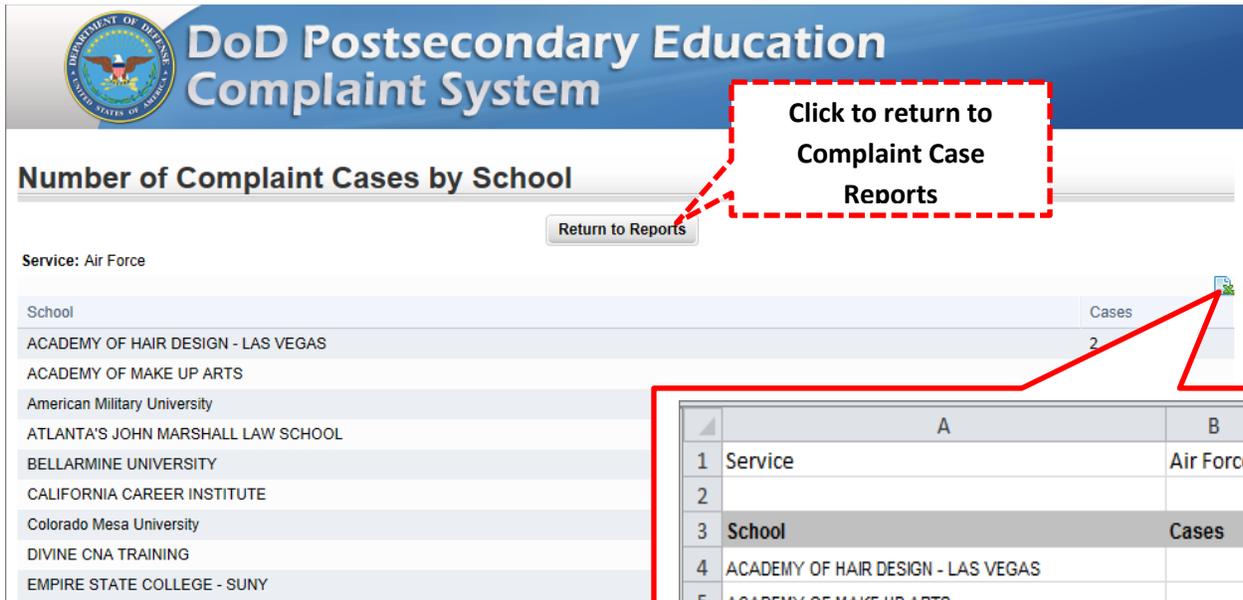
Return to Reports

Service: Air Force

School	Cases
ACADEMY OF HAIR DESIGN - LAS VEGAS	2
ACADEMY OF MAKE UP ARTS	1
American Military University	3
ATLANTA'S JOHN MARSHALL LAW SCHOOL	1
BELLARMINE UNIVERSITY	1
CALIFORNIA CAREER INSTITUTE	1
Colorado Mesa University	1
DIVINE CNA TRAINING	1
EMPIRE STATE COLLEGE - SUNY	1

Click to sort results by column header

- Select the  icon to export report results to an Excel document.



DoD Postsecondary Education Complaint System

Number of Complaint Cases by School

Service: Air Force

[Return to Reports](#)

School	Cases
ACADEMY OF HAIR DESIGN - LAS VEGAS	2
ACADEMY OF MAKE UP ARTS	
American Military University	
ATLANTA'S JOHN MARSHALL LAW SCHOOL	
BELLARMINE UNIVERSITY	
CALIFORNIA CAREER INSTITUTE	
Colorado Mesa University	
DIVINE CNA TRAINING	
EMPIRE STATE COLLEGE - SUNY	

Click to return to Complaint Case Reports

	A	B
1	Service	Air Force
2		
3	School	Cases
4	ACADEMY OF HAIR DESIGN - LAS VEGAS	2
5	ACADEMY OF MAKE UP ARTS	1
6	American Military University	3
7	ATLANTA'S JOHN MARSHALL LAW SCHOOL	1
8	BELLARMINE UNIVERSITY	1
9	CALIFORNIA CAREER INSTITUTE	1
10	Colorado Mesa University	1
11	DIVINE CNA TRAINING	1
12	EMPIRE STATE COLLEGE - SUNY	1

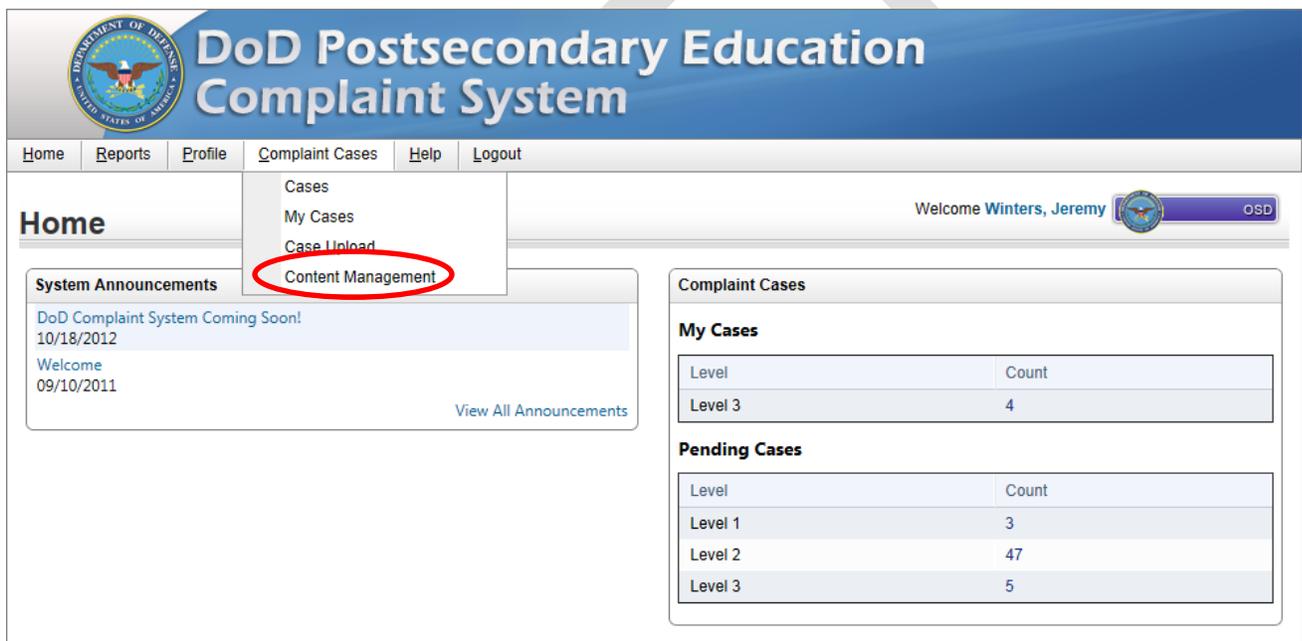
Content Manage Complaint Intake Pages

Level 3 (OSD) Complaint Case Role users have the ability to content manage specific DoD Postsecondary Education Complaint online intake form pages. The following complaint intake pages are content manageable by Level 3 (OSD) users:

- Veterans benefits question
- Welcome page text
- Complaint Intake FAQs

To content manage a complaint intake page:

1. Level 3 (OSD) user hovers over the **Complaint Cases** navigation bar option and selects **Content Management**.



The screenshot displays the DoD Postsecondary Education Complaint System interface. The header includes the Department of Defense logo and the system title. The navigation bar contains links for Home, Reports, Profile, Complaint Cases, Help, and Logout. A dropdown menu is open under 'Complaint Cases', with 'Content Management' highlighted in red. The main content area shows a 'Home' section with system announcements and a 'Complaint Cases' section with two tables: 'My Cases' and 'Pending Cases'.

Level	Count
Level 3	4

Level	Count
Level 1	3
Level 2	47
Level 3	5

2. Select the  icon located to the right of the page to be content managed.
3. Enter desired page text.
4. Click **Update**.



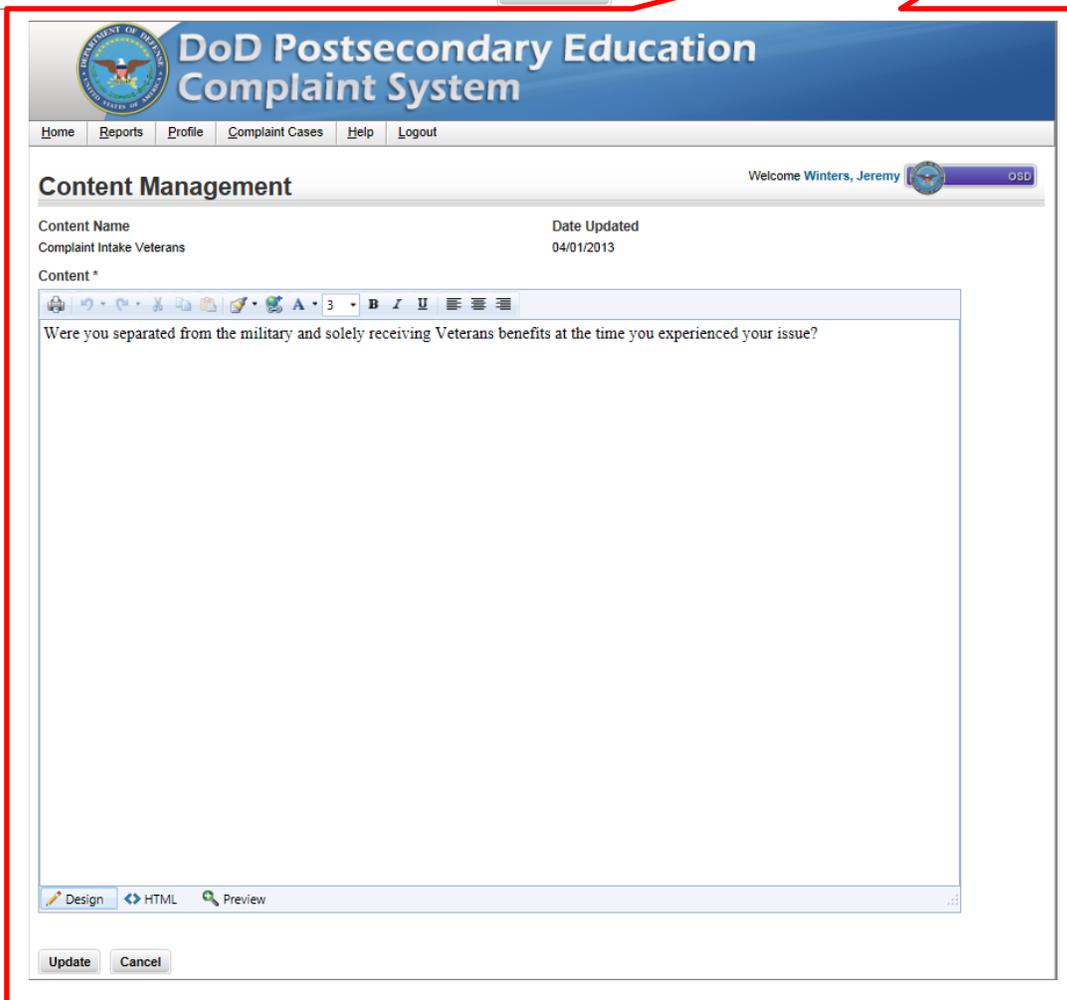
DoD Postsecondary Education Complaint System

Home | Reports | Profile | Complaint Cases | Help | Logout

Welcome Winters, Jeremy  OSD

Content Management

Content Name	Date Updated	Date Created		
Complaint Intake Veterans	04/01/2013	04/01/2013		
Complaint Intake Welcome	03/27/2013	03/18/2013		
Complaint Intake FAQ	04/16/2013	02/27/2013		



DoD Postsecondary Education Complaint System

Home | Reports | Profile | Complaint Cases | Help | Logout

Welcome Winters, Jeremy  OSD

Content Management

Content Name: Complaint Intake Veterans Date Updated: 04/01/2013

Content *

Were you separated from the military and solely receiving Veterans benefits at the time you experienced your issue?

Design | HTML | Preview