Filing a complaint while using VA benefits

To file a complaint while using VA benefits, you should use the **GI Bill® Feedback Tool** on the VA.gov website. For issues with the college's internal processes, first follow the college's own complaint or grievance procedure, as the VA requires you to attempt to resolve the issue at the local level first. After filing through the VA's feedback tool, the VA will investigate and may refer the complaint to the appropriate state or federal agency.

Step 1: Try to resolve the issue with the college first

- Contact the appropriate office or department at the college to begin their internal complaint process.
- Familiarize yourself with the college's specific student complaint or grievance procedures and follow them.
- **Important:** Be aware that the VA requires you to show you have attempted to resolve the issue with the college **before** the VA will take further action.

Step 2: File a complaint with the VA

- Go to the VA.gov website and use the GI Bill® Feedback Tool to file your complaint electronically.
- The VA can review various complaints, including those about recruiting practices, quality of education, financial issues (tuition/fees, refunds), accreditation, and changes in degree plans.
- Provide a detailed description of your complaint, including dates, names, and what steps you have already taken to resolve it with the school.
- Include all relevant documentation to support your complaint.

Step 3: Follow up on your complaint

- The VA will review your complaint and may forward it to the school for a response.
- You will receive copies of all correspondence between the VA and the school.
- The VA will notify you of the complaint's outcome and will work to resolve the dispute.
- The VA may refer the complaint to another state agency, such as the North Carolina Community College System or the North Carolina Department of Justice, depending on the nature of the issue.