



COMPLIANCE UPDATE
By Kim Slote, policy analyst

ENTERPRISE COMPLAINT SYSTEM

On March 10, 2015, President Barack Obama issued a [Presidential Memorandum-Student Aid Bill of Rights](#). The President directed the Secretary of Education to take action in several key areas in cooperation with other federal agencies by July 1, 2016. One of the key objectives outlined in the memorandum was to develop a state-of-the-art complaint and feedback system. Students and borrowers are to have access to an efficient and responsive complaint and feedback system to track and support complaint resolution across all aspects of aid delivery, including servicing.

In response to that directive, the USDE is in the process of developing the Enterprise Complaint System which will be available for Phase I implementation in spring of 2016. Phase I implementation involves:

- Availability of the Online Customer Portal for all Life Cycle Phases
- Ability to Submit, Track and Manage Complaints, Compliments, Suspicious Activity
- FSA and Servicer Responses

Phase II will be implemented July 1, 2016, adding phone and chat capability and data connections to external systems to allow for data analytics. The goals of the Enterprise Complaint System are to improve the customer experience for filing feedback, simplify processes to respond to complaints and improve analytical and reporting capabilities.

Information submitted through the complaint system will include complaints, compliments and allegations of suspicious activity. Complaints are being defined as *“A customer’s dissatisfaction with the federal financial aid experience associated with a Title IV policy, process, service (e.g., system, event, quality of education) or entity where an explanation or resolution is expected”*. Issues can range from all areas of the student aid life cycle from applying for aid (FAFSA) through borrowers in default. Complaints more appropriately handled by another federal agency will be forwarded to that agency as needed. For example, private student loan complaints should go to the Consumer Financial Protection Bureau.

For an overview on the complaint process and a preview of the new Online Customer Portal, review [Session #45](#) from the 2015 FSA Training Conference recently held in Las Vegas,



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Nevada. The USDE has also requested comments on the new information collection created by this centralized complaint system in a [Federal Register Notice](#) issued Feb. 16, 2016. Comments must be submitted on or before March 17, 2016. Be sure to watch for future announcements indicating when the Online Customer Portal will go live.