

# Federal Financial Aid Complaints Resources

All *Title IV* Federal Student Aid Programs refers to the financial aid programs for postsecondary students, authorized under *Title IV* of the Higher Education Act of 1965, as amended (*Title IV, HEA*) and administered by the U.S. Department of Education and listed in 34 CFR 668.1(c).

## University of North Georgia Financial Aid Resources

Visit the UNG [Cost & Aid](#) page for financial aid contact information, connect with a UNG financial aid counselor, or get answers to your tuition, payment, and refund questions. If the problem could not be resolved, there are multiple federal agencies that can help.

## Tips for filing a complaint

- Clearly identify the problem and the reasons behind it.
- Explain what steps you've already taken to try and resolve the issue.
- Provide any supporting documentation.
- Define your expectations for a resolution.

## Submit a Complaint to a Federal Agency

If you have concerns or complaints regarding your federal financial aid or other financial obligations, there are several resources available to you:

### 1. Federal Student Aid (FSA) Feedback Center

- You can submit a complaint or provide feedback directly to the U.S. Department of Education's [Federal Student Aid \(FSA\) Feedback Center](#).
- This center allows you to address issues with lenders, servicers, collection agencies, and your school's administration of federal student aid programs.
- If you're already logged into your FSA account, you can select "Manage My Cases," add information to an existing case, and request an escalated review.

### 2. FSA Ombudsman Group

- If you've already attempted to resolve the issue through the FSA Feedback Center and are unsatisfied with the resolution, you can escalate your complaint to the [FSA Ombudsman Group](#). The Ombudsman Group is a neutral resource dedicated to helping resolve disputes and complaints related to federal student aid programs.

- You can reach them by replying to your case resolution letter, calling 1-800-433-3243, or by logging into your account and adding information to your existing case to request escalation.
- The Ombudsman Group can also be contacted by mail:

**U.S. Department of Education**  
**FSA Ombudsman Group**  
**P.O. Box 1854**  
**Monticello, KY 42633**

### 3. Consumer Financial Protection Bureau (CFPB)

- For complaints concerning private student loans or the servicing of federal student loans, you can file a complaint with the [Consumer Financial Protection Bureau](#). The CFPB helps consumers connect with financial companies to understand issues, fix errors, and get direct responses about problems.
- You can submit your complaint online or by calling them at 855-411-2372, 8 a.m. to 8 p.m., Monday through Friday.

### 4. Reporting Fraud

- If you suspect financial aid fraud, waste, or abuse (e.g., identity theft related to financial aid), you can contact the U.S. Department of Education [Office of Inspector General Hotline](#).
- You can also report suspicious activity through the [FSA Feedback Center](#).
- The [Federal Trade Commission](#) (FTC) is another resource for reporting student loan scams and fraudulent activities related to student loan debt relief companies.

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