

How to Contact the U.S. Department of Education Office of Correctional Education



The U.S. Department of Education (Department) serves students and student loan borrowers who are currently or formerly incarcerated within all types of correctional facilities. You may contact the Department by postal mail using the following instructions.

For Information on Educational Programs in Correctional Facilities

The Office of Correctional Education (OCE) responds to most questions and correspondence about educational programs in correctional settings.

*For a reply, you must provide your **full name and return mailing address** in the body of your letter. Please also indicate if any special instructions are needed for you to receive mail.*

OCE responds to requests about the following topics:

- Adult education, high school diploma, GED
- Postsecondary education institutions and community colleges
- Correspondence courses
- Post-release educational opportunities
- General inquiries about education programs
- Free Application for Federal Student Aid (FAFSA®) form and general federal student aid information.
- Second Chance Pell program
- Prison Education Program

Please write to:

**U.S. Department of Education
Office of Correctional Education
400 Maryland Avenue SW
Washington, DC 20202**

To Submit a Complaint about Federal Financial Aid, Student Loans or Postsecondary Institutions

The Ombudsman Office oversees all complaints regarding federal financial aid programs submitted directly to the Office of Federal Student Aid (FSA) the Department, the Consumer Financial Protection Bureau, and other stakeholders.

*For a reply, you must provide **your full name, date of birth, Social Security number, and return mailing address** in the body of your letter. Please also indicate if any special instructions are needed for you to receive mail.*

The Ombudsman Office responds to requests about the following topics:

Federal Financial Aid

- Eligibility and applying for financial aid
- Completing a FAFSA form
- Getting information about loans or grants
- Accessing accounts (FSA ID)
- Repaying student loans
- Identifying or dealing with student loan servicers
- Discharging, canceling, or forgiving loans
- Getting out of default
- Military or veteran education benefits
- Identity theft, fraud, or scams

Postsecondary Institutions

- Quality of education
- Closed schools or programs
- Program requirements
- Tuition or fee charges
- Withdrawing from school

Please write to:

**U.S. Department of Education
FSA Ombudsman Office
400 Maryland Avenue SW
Washington, DC 20202**