

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 programs, high school diplomas, and GEDs
- Postsecondary education institutions and community colleges
- Correspondence courses
- Post-release educational opportunities
- General inquiries about education programs
- Second Chance Pell programs
- Prison Education Programs

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 about federal financial aid programs that are submitted directly to the Department's Office of Federal Student Aid (FSA), other offices in 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
- 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**