

FSA Ombudsman Group

The Federal Student Aid Ombudsman Group is a neutral, informal, and confidential resource dedicated to helping you resolve disputes or complaints related to federal student aid programs, including Direct Loans, Federal Family Education Loan (FFEL) Program loans, Perkins Loans and grant programs.

Contact the FSA Student Loan Ombudsman Group as a **last resort only**. You should make every effort to resolve complaint/problem before contacting the Ombudsman Group. If you have taken the steps to resolve your dispute and you're still not satisfied, you can contact the Federal Student Aid Ombudsman Group using the following information.

Via on-line assistance: <https://studentaid.gov/feedback-center/>

Via telephone: 877-557-2575

Via fax: 606-396-4821

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