

District of Puerto Rico in like manner, to the same extent, and with like right of appellate review, as if such State had been created and such State courts had been established prior to the accrual of such causes of action or the commission of such offenses. The admission of the State shall effect no change in the procedural or substantive laws governing causes of action and criminal offenses which shall have arisen or been committed, and any such criminal offenses as shall have been committed against the laws of the territory of Puerto Rico shall be tried and punished by the appropriate courts of the State, and any such criminal offenses as shall have been committed against the laws of the United States shall be tried and punished in the United States District Court for the District of Puerto Rico.

(C) Appeals.—Parties shall have the same rights of judicial review of final decisions of the United States District Court for the District of Puerto Rico or the Supreme Court of Puerto Rico, in any case finally decided prior to the admission of the State into the Union, whether or not an appeal therefrom shall have been perfected prior to such admission. The United States Court of Appeals for the First Circuit and the Supreme Court of the United States shall have the same jurisdiction in such cases as by law provided prior to the admission of the State into the Union. Any mandate issued subsequent to the admission of the State shall be to the United States District Court for the District of Puerto Rico or a court of the State, as appropriate. Parties shall have the same rights of appeal from and appellate review of all orders, judgments, and decrees of the United States District Court for the District of Puerto Rico and of the Supreme Court of Puerto Rico, in any case pending at the time of admission of the State into the Union, and the United States Court of Appeals for the First Circuit and the Supreme Court of the United States shall have the same jurisdiction therein, as by law provided in any case arising subsequent to the admission of the State into the Union.

Subtitle G—Complaints.gov

SEC. 1071. FINDINGS AND PURPOSE.

(a) Findings.—Congress finds the following:

(1) People in the United States regularly experience harm from corporations, platforms, and institutions and often have no clear or functional way to seek help, report wrongdoing, or obtain accountability.

(2) Federal, State, and local governments maintain numerous complaint intake systems, but those systems are fragmented, inconsistent, difficult to navigate, and largely invisible to the public.

(3) Complaints submitted to government entities are critical early warning signals of market failures, abusive practices, regulatory blind spots, and systemic risk.

(4) The Consumer Financial Protection Bureau's consumer complaint system demonstrates that centralized intake, clear routing, structured responses, and public transparency can materially improve outcomes for people and regulators alike.

(5) Many complaint systems function as dead ends, providing no feedback, no visibility, and no assurance that complaints are reviewed or acted upon.

(6) The absence of shared infrastructure undermines public trust in government, weakens enforcement capacity, and allows repeat harms to persist unchecked.

(7) The public has already invested in the expertise and authority of regulators at all levels of government, but lacks the connective infrastructure necessary to make those resources accessible and effective.

(b) Purpose.—The purpose of this subtitle is to establish a modern, people-centered accountability infrastructure that—

(1) ensures there is no wrong door for submitting complaints to government;

(2) routes complaints efficiently to the appropriate agencies and authorities;

(3) improves transparency, coordination, and responsiveness across jurisdictions;

(4) preserves the authority and identity of existing agencies; and

(5) restores public confidence that government can hear, track, and act on the concerns of the people.

SEC. 1072. DEFINITIONS.

(a) Definitions.—In this subtitle—

(1) Administrator.—The term "Administrator" means the Administrator of General Services.

(2) Complaint.—The term "complaint" means a communication submitted by a member of the public alleging harm, seeking assistance, or reporting a problem related to a product, service, practice, or conduct of a type subject to governmental oversight or regulation.

(3) Participating agency.—The term "participating agency" means any Federal, State, Tribal, or local agency, office, or authority that elects to integrate with Complaints.gov pursuant to section 1077(c).

(4) Participating business.—The term "participating business" means any private entity that uses Complaints.gov to receive, review, or respond to complaints transmitted through the platform.

(5) Personally identifiable information.—The term "personally identifiable information" has the meaning given that term in section 208 of the E-Government Act of 2002 ([44 U.S.C. 3501 note](#)).

SEC. 1073. ESTABLISHMENT AND OPERATION OF COMPLAINTS.GOV.

(a) Establishment.—

(1) In general.—There is established Complaints.gov, a government-wide digital service to facilitate the intake, routing, tracking, and analysis of complaints submitted by members of the public.

(2) Administration.—The Administrator of General Services, acting through appropriate government-wide technology services, shall be responsible for the development, operation, and maintenance of Complaints.gov.

(3) Infrastructure only.—Complaints.gov shall not function as an independent regulatory agency, but as shared public infrastructure intended to improve access, coordination, and transparency for the people of the United States.

(b) Core functions.—Complaints.gov shall provide shared infrastructure to support the intake, routing, tracking, and analysis of complaints submitted by members of the public and shall—

(1) provide a simple, plain language mechanism for submitting complaints;

(2) route complaints to the appropriate participating agency or authority based on subject matter, jurisdiction, or other relevant factors;

(3) enable complainants to track the status of their complaints and receive updates regarding receipt, routing, and closure, subject to applicable law and agency discretion;

(4) maintain a public complaint database containing redacted complaint data, including complaint narratives where consent has been provided, searchable by company, issue, geography, and outcome;

(5) provide secure, lightweight tools to assist participating agencies in reviewing complaints, collaborating across jurisdictions, identifying trends, and detecting patterns of harm;

(6) provide structured mechanisms through which participating businesses may receive and respond to complaints transmitted through the platform, subject to applicable law and agency oversight; and

(7) operate in a manner that preserves the branding, authority, and public-facing identity of participating agencies.

(c) Limits of authority.—

(1) No displacement of authority.—Nothing in this subtitle shall be construed to alter, expand, transfer, or limit the statutory authority, discretion, or enforcement responsibilities of any Federal, State, Tribal, or local agency.

(2) No adjudicatory function.—Complaints.gov shall not adjudicate complaints, determine liability, serve as an enforcement mechanism, or create substantive legal rights or obligations.

(3) No mandate to participate.—Nothing in this subtitle shall be construed to require any agency or business to participate in Complaints.gov.

(4) No action required.—Nothing in this subtitle shall be construed to require any agency to take enforcement action, respond to a complaint in a particular manner, or disclose nonpublic or confidential information.

(d) Handling of complaints.—

(1) No exhaustion requirement.—Nothing in this subtitle shall be construed to require a person to—

(A) submit a complaint through Complaints.gov before pursuing any other administrative or judicial remedy; or

(B) pursue any other administrative or judicial remedy before submitting a complaint through Complaints.gov.

(2) No limitation on rights.—Nothing in this subtitle shall be construed to limit or preempt any right, remedy, or protection provided under Federal, State, Tribal, or local law.

(3) No private right of action.—Nothing in this subtitle shall be construed to create a private right of action.

SEC. 1074. PHASED IMPLEMENTATION.

(a) In general.—Complaints.gov shall be developed and deployed through a phased implementation approach designed to deliver immediate public benefit while enabling gradual integration with existing systems.

(1) Phase 1; routing.—The Administrator shall establish a routing capability that directs complainants to the appropriate participating agency using existing complaint intake systems not later than April 1, 2027.

(2) Phase 2; interoperability.—The Administrator shall establish secure application programming interfaces that enable participating agencies to connect existing complaint systems to Complaints.gov while preserving agency branding, forms, and workflows not later than February 15, 2028.

(3) Phase 3; reference implementation.—The Administrator shall develop Complaints.gov as a full reference implementation capable of end-to-end complaint intake, routing, tracking, and analysis not later than January 1, 2029.

(4) Sequencing and concurrency.—The Administrator may begin, operate, and expand subsequent phases before the completion of prior phases and may operate multiple phases concurrently to ensure continuity and flexibility.

(5) Technical coordination.—The Administrator shall coordinate technical assistance and support for participating agencies, with priority given to under-resourced agencies and jurisdictions, including through shared services, cooperative agreements, reimbursable support, grants, or other forms of integration assistance, as appropriate.

SEC. 1075. DATA PROTECTION, PRIVACY, AND SECURITY.

(a) In general.—The Administrator shall ensure that Complaints.gov is designed and operated in a manner that protects privacy, safeguards data, and limits the collection, use, retention, or disclosure of information to what is reasonably necessary to carry out this subtitle.

(b) Data protection.—In carrying out this subtitle, the Administrator shall—

(1) redact personally identifiable information and other sensitive data prior to public disclosure;

(2) minimize the collection and retention of personally identifiable information consistent with applicable law;

(3) implement administrative, technical, and physical safeguards to protect complaint data against unauthorized access, use, or disclosure; and

(4) establish data retention and deletion policies consistent with privacy, security, and transparency obligations.

(c) Consent.—Complaint narratives shall be included in the public complaint database only with the affirmative consent of the complainant.

(d) Access controls.—Access to nonpublic complaint data shall be limited to the Administrator, participating agencies, participating businesses with respect to complaints routed to such businesses, and other users expressly authorized by law, rule, or written data-sharing agreement, in each case only for purposes consistent with this subtitle and subject to privacy, security, audit, and use restrictions established by the Administrator.

(e) Prohibited uses.—Complaint data collected or processed through Complaints.gov may not be used for any purpose unrelated to this subtitle, and shall be subject to the privacy, data protection, government surveillance, artificial intelligence, and procurement safeguards established under subtitles B and C of this title, including sections 1024, 1033, 1034, and 1035.

(f) Rule of construction.—Nothing in this section shall be construed to limit any stronger privacy protections provided under other Federal, State, Tribal, or local laws.

SEC. 1076. PUBLIC TRANSPARENCY AND REPORTING.

(a) Public complaint database.—The Administrator shall maintain a publicly available, searchable complaint database containing redacted complaint data collected through Complaints.gov, which data shall—

(1) be searchable and aggregable by company, issue, geography, and time period;

(2) include complaint narratives where affirmative consent has been provided;

(3) include routing destination, complaint status, closure category, response timeliness, and participating business responses;

(4) be presented with appropriate context and disclaimers to reduce the risk of misinterpretation or misuse;

(5) exclude confidential supervisory information, trade secrets, and information protected from disclosure under law; and

(6) reflect consistent data standards to the extent practicable to enable cross-agency comparison and analysis.

(b) Public reporting.—Not later than January 1, 2028, and annually thereafter, the Administrator shall publish a public report that—

(1) analyzes complaint trends, recurring harms, and systemic risks across markets and jurisdictions;

(2) identifies emerging patterns of harm and potential regulatory blind spots; and

(3) normalizes metrics to provide context regarding complaint volume relative to market size, activity level, or other relevant factors.

SEC. 1077. PARTICIPATION BY AGENCIES.

(a) Baseline routing.—Complaints.gov shall route complaints to the appropriate Federal, State, Tribal, or local agency based on subject matter and jurisdiction, regardless of whether such agency elects to integrate its complaint systems with Complaints.gov.

(b) Voluntary integration.—Except for baseline routing under subsection (a), integration with Complaints.gov by any Federal, State, Tribal, or local agency shall be voluntary, and nothing in this subtitle shall be construed to require any agency to investigate, resolve, respond to, or take enforcement action with respect to any individual complaint.

(c) Levels of integration.—A participating agency shall elect 1 of the following levels of integration:

(1) Standardized receipt, under which Complaints.gov transmits complaints to the agency in a standardized, machine-readable format and the agency may, but is not required to, transmit status updates or responses through Complaints.gov.

(2) Partial integration, under which the agency connects 1 or more complaint systems to Complaints.gov through application programming interfaces while retaining its own public-facing intake systems, workflows, and branding.

(3) Full integration, under which the agency uses Complaints.gov for end-to-end complaint intake, tracking, and management.

(d) Preservation of authority.—Routing of complaints or integration with Complaints.gov shall not be construed to diminish, transfer, or supersede the statutory authority or discretion of any agency.

(e) Preservation of identity.—For participating agencies, Complaints.gov shall operate in a manner that preserves the name, branding, and public-facing identity of each such agency.

(f) Use of data.—A participating agency may use complaint data obtained through Complaints.gov for consumer assistance, oversight, investigation, enforcement, policy development, and trend analysis consistent with applicable law.

SEC. 1078. PARTICIPATION BY BUSINESSES.

(a) No mandate.—Nothing in this subtitle shall be construed to require a business to participate in Complaints.gov or to respond to a complaint in a particular manner absent an independent legal obligation.

(b) Participation voluntary.—A participating business—

(1) may use complaint information received through Complaints.gov to—

(A) address consumer issues;

(B) improve products or services; or

(C) enhance compliance with applicable law; or

(2) may utilize mechanisms provided by Complaints.gov to receive and respond to complaints transmitted through the platform.

(c) Retaliation prohibited.—

(1) In general.—A participating business may not use complaint information received through Complaints.gov to take a materially adverse action against a complainant.

(2) Legitimate business actions.—This subsection shall not prohibit a participating business from refusing service, collecting a debt, protecting safety or security, or taking any other lawful action supported by legitimate, nonretaliatory grounds which may have been taken in the absence of the complaint.

(3) Enforcement.—

(A) In general.—A violation of this subsection shall be treated as a violation of a rule defining an unfair, deceptive, or abusive act or practice prescribed under section 18 of the Federal Trade Commission Act ([15 U.S.C. 57a](#)).

(B) Enforcement by Commission.—The Federal Trade Commission shall enforce this subsection in the same manner, by the same means, and with the same jurisdiction, powers, and duties as though all applicable terms and provisions of the Federal Trade Commission Act ([15 U.S.C. 41 et seq.](#)) were incorporated into and made a part of this subsection.

(C) FTC-exempt entities.—Notwithstanding sections 4 and 5(a)(2) of the Federal Trade Commission Act ([15 U.S.C. 44](#); [15 U.S.C. 45\(a\)\(2\)](#)), the Commission may enforce this subsection against any participating business solely with respect to conduct arising from the use of complaint information received through Complaints.gov.

(D) Savings clause.—Nothing in this paragraph shall be construed to expand the jurisdiction of the Commission over a participating business for any purpose other than enforcement of this subsection.

(d) No admission of liability.—Submission of a response to a complaint through Complaints.gov shall not, by itself, be construed as an admission of liability or wrongdoing.

SEC. 1079. FUNDING AND TECHNICAL STEWARDSHIP.

(a) Funding.—Out of any money in the Treasury not otherwise appropriated, there is appropriated to the Administrator \$76,000,000 to carry out this subtitle, to remain available until September 30, 2029. In addition to amounts appropriated under this subsection, the Administrator is authorized to seek and use amounts made available through the Technology Modernization Fund, subject to the requirements and approval processes applicable to such Fund.

(b) Technology stewardship.—In carrying out this subtitle, the Administrator shall leverage existing government-wide technology services, shared platforms, and best practices to—

(1) reduce duplication, increase reliability, and accelerate deployment; and

(2) reduce long-term costs by enabling the retirement or consolidation of legacy complaint systems, where appropriate and with the consent of participating agencies.

(c) Reporting on expenditures.—The Administrator shall make publicly available high-level information regarding expenditures and cost savings associated with Complaints.gov, consistent with applicable law.

Subtitle H—Truce on Wedge Issues

SEC. 1081. FINDINGS AND PURPOSE.

(a) Findings.—Congress finds the following:

(1) On the 21st century political battlefield, 2 of the most polarizing issues are guns and abortion. Political parties use them as wedge issues, dividing Americans by stoking fears that the other party will take away access to one of these things.

(2) Proponents of restricting access to guns and abortion are a minority of the American people. According to Gallup polls in 2021, just 19 percent of Americans support making all abortion illegal, and 80 percent oppose a handgun ban.

(3) Proponents of restricting access to guns and abortion share a common goal of wanting to prevent needless deaths. Other provisions of this legislative package will reduce the demand for abortion as well as gun deaths, which are mostly suicides.

(4) When *Roe v. Wade* was reversed, Congress' failure to set abortion policy for the last 5 decades had national consequences. Antique legislative provisions such as the Comstock Act came back into relevance, and States adopted sharply divergent rules around abortion access that fragmented national policy.

(5) By declaring a truce on these issues for a period of time, where all sides both give and gain concessions, the United States can better focus on addressing the root causes of needless deaths.

(b) Purpose.—The purpose of this subtitle is to promote domestic tranquility by establishing a truce on the issues of guns and abortion and removing certain inflammatory legislative proposals from consideration for 10 years.