

View collection status

**Issue ID:** [REDACTED] **Campus:** PHOENIX **Type:** Financial  
**Phone:** [REDACTED] **Learning Center:** PHOENIX CAMPUS **Status:** Resolved  
**Email:** [REDACTED] **Program:** BSB/M **Owner:** [REDACTED]  
**Address:** [REDACTED] **ProgramVersion:** 023 **Created:** [REDACTED]  
**Category:** Formal Grievance-Campus **By:** [REDACTED]

**Issue History**

Date	Time	Status	Action By	Owner	Action	Comments
07-07-2009	11:58:07	New	[REDACTED]	Angela [REDACTED]	None	New Issue Created by user: [REDACTED]
07-08-2009	10:44:01	Pending Acceptance	[REDACTED]	[REDACTED]	Assign	Financial . Previous secondary issue types are ::Accounting ,Counseling/Guidance ,Credit Bureau-Inquiry/Dispute
07-14-2009	11:03:05	Pending Acceptance	[REDACTED]	[REDACTED]	Assign	assign to close . Previous secondary issue types are ::Credit Bureau-Inquiry/Dispute ,Accounting ,Counseling/Guidance
07-14-2009	11:03:11	Open	[REDACTED]	[REDACTED]	Accept	x
07-14-2009	11:03:46	Closed	[REDACTED]	[REDACTED]	Close	The settlement details entered by the user [REDACTED] when the issue is closed are:: Book price:: 0.0 Tuition Price:: 0.0 LateFee Price:: 0.0 Discount Price:: 0.0 Promotional Price:: 0.0 Other Price:: 0.0 Total Price:: 0.0 Resolution statement/notes by user:: Issue resolved per accounting, see attached.
08-04-2009	02:05:53	Pending Review	[REDACTED]	[REDACTED]	Under Review	Grievance Under Review by the Office of Dispute Management. Reviewing
08-04-2009	02:11:22	Resolved	[REDACTED]	[REDACTED]	Resolve	Office of Dispute Management has reviewed and approved closure. Resolved by ODM

**Complaint**

Balance Dispute

Please cc [REDACTED]

July 7, 2009

To: [REDACTED]

From: [REDACTED] IRN/[REDACTED]

Re: Account Charges

Ms [REDACTED]

Thank you for taking the time to re-investigate this ongoing situation I have had with UOP. I was

[REDACTED]

4/18/2011

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attending the West Valley campus in the summer of 2007. At the time I had been working with a Miss [REDACTED], and recently my Wife [REDACTED] was speaking with a [REDACTED] while I was deployed in support of Operation Iraqi Freedom. Basically what happened was, the Marine Corps transferred me from Arizona to California in June 2007, and I told the West Valley counselor of my situation. Unfortunately, I was still billed for the class I had to drop, and UOP actually tried to bill me for a class I wasn't even around to take in August 2007. At the time of the transfer I lived way out in the west valley in the town of [REDACTED]. I was a single father at the time with two children. As a Marine, when we are given orders to move, there is no questioning those orders. I can go into details of everything that I had to accomplish in the short amount of time I had to prepare to move, such as, picking up kids medical/dental charts, school records, physicals, dental exams, trying to find a place to rent in California, scheduling moving, childcare at new school etc.... If you have time to read a few pages of items I had on my checklist to prepare for a move I would be more than willing to send you everything I had to accomplish "on my own" without the help from anyone! But as you can see, I had a very full load on my plate.

Once I checked into my new duty station at [REDACTED] received a bill for the classes and thought it was strange so I called the business office. I don't recall the gentlemen I spoke with, however he was very rude and would not listen to what I was trying to explain regarding my conversation with the counselor at the West Campus. I faxed copies of my orders showing the time frame when I moved, but still the business office would not remove the charges.

I currently have an attorney, Mr. [REDACTED] and after speaking with him, he stated I am covered under the Soldiers Civil Relief Act (SCRA). Additionally, he stated if need be, he would be happy to assist me in any litigation proceedings if UOP does not take action to correct my account.

What I would like UOP to do is clear my account to show a ZERO balance and also REMOVE all derogatory information on my credit file from all three credit agencies, Equifax, Experian, and Trans Union. As a Marine of 19 years, I've served in Desert Storm, Somalia, and Operation Iraqi Freedom x2. You cannot imagine the emotional battle this has taken on me after dealing with this for nearly TWO years!! An education institution such as yours earns millions of dollars each year, and yet you punish those who are willing to risk their lives and fight for your freedoms, you should be ashamed! I am very disappointed as an American that an institution such as yours calls itself a place of "higher learning". It was because of the selfless sacrifice of our WWII Veterans and the implementation of the GI Bill that paved the way for hundreds Colleges to open across our country. I am going to retire from the Marines after 20 years of service, I hope you will take a good look at how you treat Veteran's in the future.

[REDACTED] 4/18/2011

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[Redacted]

Secondary Issue

Accounting,Credit Bureau-Inquiry/Dispute,Counseling/Guidance

Notes

Resolved by [Redacted] Tue 4 Aug 2009 02:11 PM

Office of Dispute Management has reviewed and approved closure. Resolved by ODM

Under Review by [Redacted] Tue 4 Aug 2009 02:05 PM

Grievance Under Review by the Office of Dispute Management. Reviewing

Closed by [Redacted] Tue 14 Jul 2009 11:03 AM

The settlement details entered by the user [Redacted] when the issue is closed are:: Book price:: 0.0 Tuition Price:: 0.0 LateFee Price:: 0.0 Discount Price:: 0.0 Promotional Price:: 0.0 Other Price:: 0.0 Total Price:: 0.0 Resolution statement/notes by user:: Issue resolved per accounting, see attached.

Accepted by [Redacted] Tue 14 Jul 2009 11:03 AM

x Assigned by [Redacted] to [Redacted] Tue 14 Jul 2009 11:03 AM

assign to close . Previous secondary issue types are ::Credit Bureau-Inquiry/Dispute ,Accounting ,Counseling/Guidance

Routed by [Redacted] to [Redacted] Wed 8 Jul 2009 10:44 AM

Please resolve while [Redacted] is out of office

Assigned by [Redacted] to [Redacted] Wed 8 Jul 2009 10:44 AM

Financial . Previous secondary issue types are ::Accounting ,Counseling/Guidance ,Credit Bureau-Inquiry/Dispute

Noted by [Redacted] Tue 7 Jul 2009 03:18 PM

From CCC

-----Original Message-----

From: [Redacted]
Sent: Tuesday, July 07, 2009 2:29 PM
To: [Redacted]
Subject: RE: New Student Grievance for :: [Redacted] - [Redacted] J [Redacted] - PHOENIX -Feedback

Campus must respond within 15 days

[Redacted] Collections [Redacted]

Phoenix, Arizona 85040
Phone [Redacted] Fax [Redacted] Email [Redacted]

[Redacted] 4/18/2011

-----Original Message-----

From: [redacted]  
[mailto:[redacted]]  
Sent: Tuesday, July 07, 2009 11:59 AM  
To: [redacted]  
Subject: New Student Grievance for :: [redacted] - [redacted] J [redacted]  
PHOENIX -Feedback

fyi  
Please access the given URL to access the issue

[redacted]

Routed by [redacted] to [redacted]

Tue 7 Jul 2009  
11:58 AM  
Tue 7 Jul 2009  
11:58 AM

fyi  
New Issue Created by N/A for [redacted]  
New Issue Created by user: [redacted]

Previous Attempts

None Available

Other Attempts

None Available

Routing Information

From	To	Date	Time Sent	Type	Message
[redacted]	[redacted]	07-07-2009	11:58:27	Feedback	fyi
[redacted]	[redacted]	07-08-2009	10:44:18	Decision Maker	Please resolve while [redacted]s out of office

Feedback

From	Date	Time	Feedback
None Available			

Support Document

\*Please keep holding 'Ctrl' before clicking on any document until selecting desired operation like 'Open', 'Save' or 'Cancel'

Desired Resolutions

None Available

Resolutions

Book Price	Tuition Price	Discount Price	Late Fee Price	Promotional Price	Other Price	Total Cost
No resolutions found for this issue						

[redacted]