

REDACTED

From: Redacted
Sent: Monday, July 12, 2010 10:06 AM
To: Redacted GrievanceResolution
Subject: "This constitutes my formal complaint."
Attachments: Redacted Sig.docx

Redacted

This is my formal complaint against Redacted

I began at Ashford University in August of 2009, and when I began I was already on unemployment insurance for a year. At no point in 2009 did Redacted inform me about a change of circumstances form. I had to contact someone else at financial aid and have them tell me about it. I have had to skip multiple classes due to financial constraints, and due to not only emails from Redacted telling me I owed about \$1,000.00 for the year, but also phone calls from the collections department at Ashford trying to collect that money. Now that I have done Redacted job for him, (finding out about the COC form), I have received Pell grants and am waiting for my stipend check. As of July 8th, 2010, there is over \$6393 in my Ashford account in overages. I have yet to receive anything to date.

In addition to not informing me about the COC form, I have had to send in my tax information MULTIPLE times, which leads me to believe that the only thing that he is doing with them is loosing them. I will NOT be sending in any more of my tax forms for the 2009/2010 academic year. Having been the victims of identity theft already, I **can not** have these forms and information just floating around. This is not the only form that I had to send in multiple times: Independent Verification worksheets for 09/10 and 10/11 - 2 or 3, tax forms 5 or 6 times, 2 Change of Circumstances, 1099g 3 or 4 times, Redacted (my wife) statement about NOT collecting any benefits pertaining to her disability 3 times, W2s for 2008 multiple times, and I am still getting e-mails about "required paperwork".

IF Redacted had done his job properly a year ago, this matter would have been done with and I would have been receiving Stipend checks for the overages of MY money going towards Ashford. My suggestion is to send me my overages, get my paperwork out of Redacted hands and into another financial advisors for the 2010/2011 year. As stated above, since my Pell grant was disbursed, there is an overage of \$6393.50. I am scheduled to start my next class on Wed the 14th, HOWEVER, like with the past 3 (THREE) classes, I don't have the money to buy the books for them, so I had to take the classes without the textbooks.

So, my solution is, send me a stipend check, that I should have been getting all year long, and change my financial advisor.

Thank you for your time and consideration,

Redacted

The New Busy think 9 to 5 is a cute idea. Combine multiple calendars with Hotmail. [Get busy.](#)

The investigation of the student's concerns is currently pending and the University has not yet issued its response to the student's grievance.