

COMPLAINT ACTIVITY REPORT Case # 57087656**Better Business Bureau of Minnesota and North Dakota****Consumer Info:** Redacted by HELP Committee**Business Info:** Capella University
Redacted by HELP Committee**Location Involved:** (Same as above)**Consumer's Original Complaint :**

I was registered within course 9985C- for four days. I was charged the full amount of tuition for the quarter. The course did NOT require any course work, have any course expectations and was basically a "limbo" course to take my financial aid. I have been refunded only partially. I would like the remaining balance to be refunded to my financial aid.

Consumer's Desired Resolution:

I would like my balance brought back to zero. I have been charged to sit in a course for four days in which there are not course requirements. I now have balance. I would like all my money refunded please, not just 75%.

BBB Processing

01/29/2007	web	BBB	Complaint Received by BBB
01/29/2007	DMD	BBB	Member Complaint Validated by BBB Operator
01/29/2007	Otto	EMAIL	Member Send acknowledgement to Consumer
01/29/2007	Otto	EMAIL	Member Send acknowledgement to Business
02/13/2007	WEB	BBB	RECEIVE BUSINESS RESPONSE : To whom it may concern:

This situation has been resolved directly with the customer.

Please contact me with any further questions or concerns.

Regards,

Redacted by HELP Committee

Manager, Customer Care

Redacted by HELP Committee

Capella University
225 South 6th Street, 9th Floor
Minneapolis, MN 55402

CAPELLA-0049396