



## Complaint/Incident Resolution Form

Date: 06/3/08

Student Name: [REDACTED]

I.D. Number: [REDACTED]

Program: Auto/Marine/Motorcycle

Complaint/Incident: See Form Attached

Resolution:

- Balance was written off

Resolved By: [REDACTED]

Redacted by HELP Committee

CONFIDENTIAL

UTI-C-000969

FA

Withdrawn  
2/29

April 23, 2008

[Redacted by HELP Committee]

- UTI Director of Student Services

Via Fax & Mail

9751 Delegates Dr.  
Orlando, FL 32827

[Redacted by HELP Committee]

RE: [Redacted]

Dear [Redacted]

This letter is to formally dispute the class tuition information / charges on account to [Redacted] (submitted to Sallie Mae funding stating that [Redacted] was enrolled full-time for both the first and second semesters), bearing a balance on [Redacted] UTI account.

[Redacted] had failed a class where he and the other students were very unhappy with the class structure & felt that the professor was "cramming" the curriculum of the class, resulting in 90% of the class failing and the confidence of the students being crushed. Because of that situation & the fact that [Redacted] would have been allowed to retake the class at no charge anyway, we are asking that you would issue a credit for that class.

Additionally, [Redacted] attended a class for the 2<sup>nd</sup> semester for only 1 week and then decided that he would not be able to complete the class due to the disappointment with the instruction as well as some personal responsibilities, and so filed a form with the school for a leave of absence for approximately 6 weeks at which time the class he was enrolled in for only 1 week was dropped and we are requesting a credit for that class as well.

Hoping that UTI Orlando is more interested in improving their quality of instruction rather than just collecting the financial aide monies, etc., I am therefore requesting on behalf of [Redacted] & myself, that the two classes be credited to [Redacted] account and the outstanding balance be forgiven.

Your assistance in this matter would be greatly appreciated.

Sincerely,

[Redacted Signature]

Cc: Sallie Mae Education Loan Dept.