

## Cox College

---

Title: Billing Appeals	Formulated: 04/07
Submitted by: Bursar	Reviewed: 08/08, 10/11, 03/15, 4/16
Approved by: College Leadership Council	Revised: 07/07, 09/08, 10/11, 03/15,

---

### **Purpose:**

The purpose of this policy is to provide an opportunity for students to seek an appeal for paid or outstanding billing charges due to Cox College.

### **Policy:**

Students may submit an appeal, in writing, to contest paid or outstanding billing charges due to Cox College no later than ninety (90) days following the last day of the semester/term. Any student failing to submit an appeal in writing, within the ninety (90) day timeframe, forfeits all rights to an appeal. Exceptions may be approved by the Vice President of Business and Finance (VPBF) or President.

### **Documentation Required:**

- Written appeal with supporting documentation provided by student or legal representative.
- Request for Billing Appeal Form.

### **Procedure:**

Student must submit a written appeal and all supporting documentation to the Bursar no later than ninety (90) days following the last day of the semester/term unless an exception has been approved. Written appeal must include the student's name, student ID number, date, the term related to contested charges, explanation of submitted appeal, and student's signature.

Serious consideration will be provided only to those with extenuating circumstances outside of student's control. Non-attendance of classes and/or failure to complete official withdrawal from the College does not constitute extenuating circumstances.

The appeal will be forwarded to the Billing Appeals Committee consisting of representation from: Admissions, Registration, Financial Aid, Student Support, Academics, VPBF, Bursar, and Cox College Administrative Assistant.

The Billing Appeals Committee will meet monthly during the first full business week to review submitted appeals by the last business day of the prior month. Written notification will be provided to the student within fourteen (14) calendar days of the committee's decision.

Should the appeal be denied through the review process, the student may request a hearing with the Billing Appeals Committee. This request must be submitted no later than fourteen (14) calendar days from the date of the denial letter. Following a hearing; the student will be notified in writing of the committee's decision within fourteen (14) calendar days. The final decision by the Billing Appeals Committee may be appealed to the President.