



POLICY TITLE	Student Consumer Complaints	Policy Number	546
Section	Student Affairs	Approval Date	June 19, 2014
Subsection	Student Rights	Effective Date	June 19, 2014
Responsible Office	University Compliance		

1.0 PURPOSE

1.1 Under state administrative code, Utah Valley University must provide all students with contact information to the Utah Division of Consumer Protection and its accrediting body.

1.2 Utah Valley University must be sufficiently authorized by a state to register out-of-state students into online programs and must be subject to a process in that state in which the student resides for addressing student consumer complaints.

2.0 REFERENCES

2.1 *Utah Consumer Sales Practices Act - R152*. Commerce, Consumer Protection, Rule R152-11

3.0 DEFINITIONS

4.0 POLICY

4.1 Students who have complaints against the University relating to fraud, false advertising, or other deceptive practices can file a complaint with the Utah Division of Consumer Protection, 160 East 300 South, 2nd Floor, Salt Lake City, UT 84111, Telephone No. 801-530-6601, Toll Free in Utah at 1-800-721-SAFE. In addition, students involved with distance and correspondence education can file a complaint with their state's enforcement authority (<http://www.usa.gov/directory/stateconsumer/index.shtml>).

4.2 Students who have complaints relating to the University's quality of education or other issues appropriate for its accrediting body to consider can file a complaint with the Northwest Commission of College and Universities at www.nwccu.org.

4.3 Information describing the University's accreditation and state approval is available on the University's Compliance website.



5.0 PROCEDURES

POLICY HISTORY		
Date of Last Action	Action Taken	Authorizing Entity