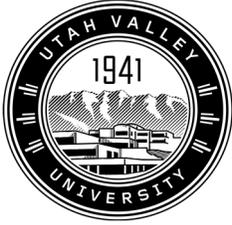


**UTAH VALLEY UNIVERSITY**  
Policies and Procedures

Proposed Policy Number and Title: 546 Student Consumer Complaints		
Existing Policy Number and Title:		
Approval Process*		
X Regular	<input type="checkbox"/> Temporary Emergency	<input type="checkbox"/> Expedited
X New	<input type="checkbox"/> New	<input type="checkbox"/> New
<input type="checkbox"/> Revision	<input type="checkbox"/> Revision	<input type="checkbox"/> Revision
<input type="checkbox"/> Deletion	<input type="checkbox"/> Suspension	
	Anticipated Expiration Date:	
*See UVU Policy #101 <i>Policy Governing Policies</i> for process details.		

<b>Draft Number and Date:</b> <u>Stage 4 Draft, Regular Process</u>
<b>President's Council Sponsor:</b> <u>Val Peterson</u> <b>Ext.</b> <u>8424</u>
<b>Policy Steward:</b> <u>Nancy L. Bartlett</u> <b>Ext.</b> <u>8156</u>

POLICY APPROVAL PROCESS DATES	
<p><b>Policy Drafting and Revision</b> Entrance Date: <u>05/09/2013</u></p> <p><b>University Entities Review</b> Entrance Date: <u>09/26/2013</u></p> <p><b>University Community Review</b> Entrance Date: <u>10/24/2013</u> Open Feedback: <u>10/24/2013</u> Close Feedback: <u>11/24/2013</u></p> <p><b>Board of Trustees Review</b> Entrance Date: <u>12/12/2013</u> Approval Date: _____</p>	<p align="center"><b>POST APPROVAL PROCESS</b></p> <p>Verify:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Policy Number</li> <li><input type="checkbox"/> Section</li> <li><input type="checkbox"/> Title</li> <li><input type="checkbox"/> BOT approval</li> <li><input type="checkbox"/> Approval date</li> <li><input type="checkbox"/> Effective date</li> <li><input type="checkbox"/> Proper format of Policy Manual posting</li> <li><input type="checkbox"/> TOPS Pipeline and Archives update</li> </ul> <hr/> <p><b>Policy Office personnel who verified and posted this policy to the University Policy Manual</b></p> <p><b>Name:</b> _____</p> <p><b>Date posted and verified:</b> <u>MM/DD/YYYY</u></p>



<b>POLICY TITLE</b>	Student Consumer Complaints	<b>Policy Number</b>	546
<b>Section</b>	Student Affairs	<b>Approval Date</b>	
<b>Subsection</b>	Student Rights	<b>Effective Date</b>	
<b>Responsible Office</b>	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

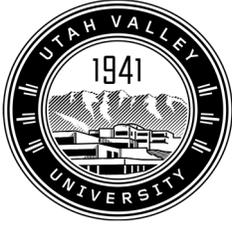
**2.1** *Utah Consumer Sales Practices Act - R152*. Commerce, Consumer Protection, Rule R152-11

### 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, 2<sup>nd</sup> 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](http://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**

<b>POLICY HISTORY</b>		
<b>Date of Last Action</b>	<b>Action Taken</b>	<b>Authorizing Entity</b>