

KENTUCKY WESLEYAN COLLEGE
STUDENT FINANCIAL ACCOUNT COMPLAINT/APPEAL

Printed Student Name: _____ Student ID #: _____

Please submit this form and all supporting documents for the appeal to Ms. Cindra K. Stiff via e-mail cindrast@kwc.edu or campus office at Kentucky Wesleyan College, 3000 Frederica Street, Owensboro, KY 42301. If you have questions about the Student Financial Account complaint/appeal process please contact Ms. Stephanie Snyder, Controller, at 270-852-3107 or e-mail ssnyder@kwc.edu.

A written response to the Complaint/Appeal will be sent to the following address and/or e-mail provided by the student:

Street Address: _____

City, State, Zip Code: _____

Phone Number: _____

Student Email: _____

Student Financial Account charges, payments and financial aid items should be reviewed in detail with the KWC Cashier or Controller (270-852-3108) prior to submitting this appeal form. If that review/explanation process does not lead to a resolution, you may submit a written appeal via the following process:

1. **LETTER:** Complete this form and attach a letter/e-mail explaining in detail your concern or issue with the specific items on the student financial account. Please include the posting date, academic term and dollar amount of the specific items of concern and why you have a complaint or request for adjustment of the item. Please include with the form any related memos/letters/notes from other college officials that are pertinent to the appeal.
2. **DOCUMENTATION:** Attach to this letter any additional documents (e.g. doctor's/hospital statements, letter from counselor, external scholarship agency, minister/pastors/priest, or letter from work supervisor, etc.) that will support your concern or request.
3. **FINANCIAL AID:** Financial charges on student accounts often impact the student's Financial Aid package of individual awards from various sources. If adjustments to the student's financial charges are made, adjustments to related institutional, federal, state or external scholarship grants may also be required due to scholarship compliance regulations. The related Financial Aid adjustments are required to be posted at the same time as any financial charges, payment or other scholarship adjustments are approved.

I understand that, in addition to this written request, I may meet in person or via phone with appropriate college staff such as the Vice President of Finance, Controller, Financial Aid Director, etc.

I understand that the decision of the Vice President of Finance may be appealed to the President, but that decision will be final.

Student Signature _____ Date _____.