

KVC Appeal

Adriana Aquino 586013:

After 2 phone calls, 2 separate departments and 3 transfers (2 in the same dept) I am given an email address to dispute a charge, and then get told to visit this website. So, the reason for this statement is to dispute a 15.00 dollar badge fee that is on my account this semester that I want removed. I do not attend this college and have not taken any classes or gotten any planners or attended any of the events, services, or organizations listed above. There is no reason for the charge to be there and would like it removed immediately. I would also like to add that staff and your financial department should be able to handle these issues same day versus jumping so many hoops and transfers to ultimately getting to this point. Staff in other departments should be more knowledgeable and refer individuals to the proper department.