



Appeal to Charges

In order to appeal a charge made to a University Village account you must submit a written Appeal to Charges to the University Village Director. The following information describes how to submit a written appeal.

Appeals should contain the following basic information:

- Your full name as it appears on your University Village License Agreement.
- Your Bronco ID Number
- Current Apartment Number (if you still reside at the Village)
- Contact Phone Number
- Description of the charges you are appealing
- Date charges were made
- The location of the charge (if different than your current apartment)

Additionally, you should describe in your own words the following:

- Description of the circumstances regarding this charge.
- Why you are appealing this charge?
- What action are you requesting?
- Any additional information you feel is relevant to the appeal.

Please email all of the above information to University Village Director Ken Fisher at kgfisher@csupomona.edu. Appeals without the above information cannot be considered. Your appeal will be evaluated and a response will be sent to the email address the appeal was submitted from.

Please note the following:

- Appeals must be submitted with 30 days of the charge date.
- Every student is allowed one appeal of an administrative decision. An Appeal to Charges request counts as this one appeal and the Director's decision is final.
- All appeals must be made in writing through email.
- Please allow up to 30 days for a decision on your appeal and 7-10 days for processing of all adjustments to your account.