I. PURPOSE

This Procedure sets forth the guidelines for filing and resolving a debt grievance by a Student contesting the validity of a debt owed to the University, in those cases where the University proposes to place a Hold on the Student’s records. A Student seeking to resolve a debt grievance prior to the University placing a hold on the Student’s records, may initiate the resolution process by following the steps set out in this Procedure.

II. DEFINITIONS

For the purposes of this Procedure:

**Authorized Official** means a University employee of the Fee-initiating Department who has the authority to determine the validity of the Student’s debt.

**Collection Station** means a University Unit that collects debts and authorized to place a Hold. The following University Units are Collection Stations authorized to collect Student debts and place a Hold:

- Associated Students of the University of California at Los Angeles (ASUCLA)
- Transportation and Parking Services
- Student Financial Services
- Housing Services
- Student Loan Services & Collections

**Days** refer to calendar days, unless stated otherwise.

**Fee-initiating Department** means any University Unit or Department, which claims that a Student owes it a debt.

**Hold** means an administrative action directing the Registrar not to permit registration, re-admission, enrollment, graduation, or the release of an academic record.

**Student** means any person enrolled or ever enrolled for academic instruction at UCLA, and whose enrollment, graduation, or academic record is subject to a Hold.

**University Unit or Department** means any administrative entity of the University.

III. NOTIFICATION OF DELINQUENT BALANCE

The Collection Station or Fee-initiating Department will notify the Student of their delinquent balance, as set out in the table below.
### RESPONSIBILITY ACTION

| Collection Station or Fee-initiating Department | **Housing Services Debt**  
**Delinquent Balance Notice**  
- Provides written notice by email or by personal delivery to the Student of a delinquent balance and the intent to initiate a Hold if the balance is not paid by the due date specified in the notice;  
- The notice will include the Student’s right to initiate the resolution process by requesting an administrative review, if requested within (10) days from the date of the notice;  
- The delinquent balance due date will be at least ten (10) days after the date of the notice.  
  
  **OR**  
  - If the Student has a delinquent balance after move out, the due date will be at least thirty (30) days after the date of the notice, if a Hold was not already in place.  
**Alternative Payment Arrangement**  
A Student who requests an alternative payment arrangement may have a Hold placed at the time the arrangement is made. The arrangement will indicate if a Hold is placed as part of the arrangement.  
If a Hold is not placed as part of the arrangement and the Student does not honor the arrangement, a Hold will be placed and the alternative payment arrangement cancelled.  
**All Other Debt**  
**Delinquent Balance Notice**  
- Provides written notice to the Student of a delinquent balance and the intent to initiate a Hold if the balance is not paid by the due date specified in the notice;  
- The notice will include the Student’s right to initiate the resolution process by requesting an administrative review, if requested within (10) days from the date of the notice;  
- The delinquent balance due date will be at least thirty (30) days after billing date or ten (10) days prior to the end of term, whichever is less;  
- This notice should be provided during and as part of the billing process. See Attachment A, Example of Hold Notice Language.  
  
| Student | Receives notice and decides to initiate the resolution process.  
Notifies Authorized Official of Fee-initiating Department within ten (10) days from date of notice. |

### IV. PROCEDURES

A Student that decides to initiate the resolution process must do so within ten (10) days from the date of the delinquent balance notice and follow the steps as set out below.

#### Step 1: Request an Administrative Review – Informal Resolution

<table>
<thead>
<tr>
<th>RESPONSIBILITY</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student</td>
<td>Requests an administrative review within ten (10) days from the date of notice to the Fee-initiating Department’s Authorized Official or designee.</td>
</tr>
<tr>
<td>Authorized Official, Fee-initiating Department</td>
<td>Receives administrative review request and supplies Student with a copy of this Procedure. The Student may also request a copy of this Procedure and assistance in understanding it from the Office of the Dean of Students.</td>
</tr>
<tr>
<td>RESPONSIBILITY</td>
<td>ACTION</td>
</tr>
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<tr>
<td>Authorized Official, Fee-initiating Department (cont’d)</td>
<td>Arranges review, if feasible, within seven (7) days of the request or before the end of the current academic term, whichever is first. <strong>Note:</strong> If the Student has not made a timely request and a Hold has been placed, the Authorized Official may, for good cause, extend the time for placing the Hold. If an extension is granted, the Authorized Official informs the Collection Station, which directs the Registrar to remove the Hold until the matter is resolved. Conducts the review, which shall not be adversarial, but designed to permit the Student a full opportunity to be heard.</td>
</tr>
<tr>
<td>Student</td>
<td>Presents testimony and documentary evidence in support that the debt is not valid. May invite witnesses to attend in his/her support and may be assisted by a single representative.</td>
</tr>
<tr>
<td>Authorized Official, Fee-initiating Department</td>
<td>Invites witnesses and obtains from the Collection Station or Fee-initiating Department, evidence they have in support of the validity of the debt. Within seven (7) days of the conclusion of the administrative review, the Authorized Official decides whether debt is valid, invalid, or partially invalid. The Authorized Official’s determination as to the full or partial invalidity of a debt shall be binding on the University. At the Student’s request the Authorized Official shall allow the Student to view the documentation in support of the validity of the debt. If the debt is found to be invalid, promptly provides written notice to the Student and sends cancellation notice to the Collection Station <strong>OR</strong> If the debt is found to be valid on all or any part of a debt <strong>not in excess of</strong> $50.00, promptly provides written notice to the Student <strong>OR</strong> If debt is found to be valid on all or any part of debt <strong>in excess of</strong> $50.00, promptly provides written notice to the Student, with a statement that the Student has a right to appeal, refer to Step 2, below.</td>
</tr>
<tr>
<td>Collection Station or Fee-initiating Department</td>
<td>If cancellation notice is received, removes Hold <strong>OR</strong> If no cancellation notice is received, places a Hold.</td>
</tr>
<tr>
<td>Dean of Students</td>
<td>At any time: 1. May direct the Collection Station or Fee-initiating Department to remove a Hold under circumstances judged to create an unusual and serious hardship for the Student; and 2. Is authorized to seek a compromise or settlement of the debt mutually satisfying to the Student and Fee-initiating Department.</td>
</tr>
</tbody>
</table>

**Step 2: Request an Appeal of Administrative Review Decision for Student Debt in Excess of $50.00 - Formal Resolution**

<table>
<thead>
<tr>
<th>RESPONSIBILITY</th>
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</thead>
<tbody>
<tr>
<td>Student</td>
<td>Following an administrative review, receives written notice upholding the validity on all or any part of a debt in excess of $50.00. Within ten (10) days of the date of the written notice, files an appeal with the Office of the Hearing Coordinator, Room 1206 Murphy Hall. Appeals shall be in writing and include: 1. The Student’s contention as to the invalidity of the debt; 2. Any documentation supporting the Student’s claim; and 3. Whether the Student is to be assisted by a representative at the appeal hearing and if so, whether that representative is an attorney.</td>
</tr>
<tr>
<td>RESPONSIBILITY</td>
<td>ACTION</td>
</tr>
<tr>
<td>----------------</td>
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</tr>
<tr>
<td>Hearing Coordinator</td>
<td>Receives appeal and notifies the Collection Station and the Fee-initiating Department.</td>
</tr>
</tbody>
</table>
| Authorized Official, Fee-initiating Department | Provides the Hearing Coordinator with the administrative review decision and any appropriate documentation.  
Note: A Hold shall remain during the appeal process, unless removed by special action by the Dean of Students, as noted in Step 1, above. |
| Hearing Coordinator | Arranges an impartial hearing within sixty (60) days.  
At least ten (10 ) days prior to the hearing, notifies in writing, the Collection Station, Fee-initiating Department and Student, the time and place of the hearing. |
| Student and University Official | Upon request, each party provides the other with relevant material including names of all witnesses which he/she intends to introduce at the hearing. To the extent possible, this material should be provided at least five (5) business days prior to the hearing. |
| Hearing Officer | Conducts hearing in the presence of the Student and an official representing the Fee-initiating Department. |

**The Hearing**

**Authority of Hearing Officer**
Determines the admissibility of evidence and its order of presentation. Typically, the Student presents their information and witnesses followed by the University. Admissible evidence shall be of the sort upon which reasonable persons are accustomed to rely in the conduct of serious affairs.

**Scope of Hearing**
The hearing is limited to determining whether or not the challenged debt is invalid in whole or in part.

**Representatives**
If the Student is represented by an attorney, the University shall be represented by Campus Counsel.

**Witnesses**
Witnesses may attend the hearing only during their testimony, unless all parties agree otherwise.

**Student and University Official**
Present evidence and witnesses and conducts cross-examinations of each other’s witnesses.

**Record**
The hearing will be closed unless all parties agree to an open hearing. The hearing shall be audio-recorded by the University. The Student shall have access to listen to the audio-recording. All records pertaining to the hearing shall be kept by the University for three (3) years at the Office of the Hearing Coordinator, Room 1206 Murphy Hall.

Makes a report to the Vice Chancellor of Student Affairs within ten (10) business days of the close of the hearing based on a review of evidence presented in the hearing. This report will contain findings of fact as to whether the debt is invalid in whole or in part based on a preponderance of evidence.

Sends a copy of the report to the Hearing Coordinator, who will provide the report to the Student, Collection Station, and Fee-initiating Department.

**Vice Chancellor, Student Affairs (VC)**
Makes a decision on the recommendations of the Hearing Officer within ten (10) business days of receipt of the report.

The Student, Collection Station or Fee-initiating Department (if they are different) and their representatives are promptly notified in writing of the VC’s decision and furnished a copy of the report from the Hearing Officer.

Note: If the debt or any part is upheld as valid by the VC and is not paid by the Student within ten (10) days of the date of the VC’s notice, the Collection Station may direct that a Hold be placed, if a Hold is not already in place.
Step 3: Request an Appeal of Vice Chancellor’s Decision For Student Debt in Excess of $50.00 - Final Appeal

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Student</td>
<td>Requests a final appeal with the Chancellor in writing and submits it to the Hearing Coordinator within ten (10) business days of the date of the decision by the VC. The Student may file an appeal with the Chancellor only in the following cases: 1. Completed the administrative review process and appeal process as outlined in Steps 1 and 2 above; and either 2. New evidence has been brought to light which was not available by diligent effort at the time of the hearing; or 3. Established procedures were not followed.</td>
</tr>
<tr>
<td>Chancellor</td>
<td>Makes a decision within thirty (30) days of receipt of the final appeal. The Student is promptly notified in writing of the Chancellor’s final decision. Note: If the Chancellor’s decision on the appeal is different from the original decision, the Collection Station or Fee-initiating Department (if they are different) and their representatives shall be promptly notified in writing of the Chancellor’s final decision.</td>
</tr>
</tbody>
</table>

V. ATTACHMENTS

A. Example of Hold Notice Language

Issuing Officer

/s/ Janina Montero

Vice Chancellor, Student Affairs

Questions concerning this policy or procedure should be referred to the Responsible Department listed at the top of this document.
Example of Hold Notice Language

Failure to pay this bill or to show proof of payment will result in a Hold being placed on your records (a) thirty (30) days after the date of this bill; or (b) ten (10) days prior to the end of the current academic term, whichever comes first.

A Hold prevents registration, graduation, and transmittal of transcripts. You have the right to initiate the resolution process by requesting an administrative review on the validity of this debt in advance of a Hold being placed on your records.

If you wish to request an administrative review, you must contact the department shown on the face of this bill within ten (10) calendar days from the date on this notice.

If you have already completed the administrative review process and your debt is in excess of $50.00, you may request an appeal of the administrative review decision by contacting the Office of the Hearing Coordinator, Room 1206 Murphy Hall, within ten (10) calendar days from the date on this notice.