

From: [REDACTED]
To: colin@sevendaysvt.com
Subject: Public Records Act Request 2020-04196
Date: Wednesday, April 22, 2020 1:02:03 PM
Attachments: [2020-04-22 Flanders PRA request.pdf](#)
[2020-04-22 Flanders PRA Request Docs.pdf](#)

Re: Public Records Request 2020-04196

Dear Colin Flanders,

I write in response to your Public Records Act request dated April 22, 2020, a copy of which is attached for your convenience.

The documents pertaining to your request are attached. The Consumer Assistance Program identified one complaint against the University of Vermont submitted to our office between February 1, 2020 and April 22, 2020.

Personal information has been redacted pursuant to 1 V.S.A. § 317(c)(7).

To the extent you feel information has been withheld in error, you may appeal to the Deputy Attorney General, Joshua Diamond. Such appeal should be in writing:

Josh Diamond
Deputy Attorney General
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Thank you for contacting the Vermont Attorney General's Office.

Sincerely,

[REDACTED]
Complaint Specialist

State of Vermont
Office of the Attorney General
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

Website: consumer.vermont.gov

Email: ago.cap@vermont.gov

Phone: (800) 649-2424

[REDACTED]

From: Christine DeAmbrose [REDACTED]
Sent: Tuesday, April 7, 2020 12:07 PM
To: AGO - CAP
Subject: UVM refunds

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Good Morning Attorney General,

I am writing on behalf of a group of parents of UVM students who recently received a letter from the university detailing information that we will be receiving only \$1000.00 back from our room and board for this semester. Some families' responses from the school "stung" with the undertone that we should be "grateful" to get OUR money back because the school wasn't required to give any money back. I, for one, am not feeling very grateful, and my daughter is paying 8% on that borrowed money for which she received only a few weeks of "return". We need to protect our kids who are already going to be burdened by the heavy weight of this pandemic on top of loan debt.

I am well aware and sensitive to the fact that we are in uncharted waters. But I also find it criminal that the school can simply, arbitrarily, keep the money without us having received the services and goods we paid for? How is this legal? Instead of having all the parents email you separately I will be sharing your response, so I wanted you to know in advance. Please tell us what recourse we have to retrieving at least a reasonable amount of room/board and meal plan (2400) back or credited forward.

Many thanks for your consideration,

Christine DeAmbrose
[REDACTED]
Wilmington, MA 01887
[REDACTED]