

## BILLING ERROR OR DISPUTE

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Errors or disputes about a bill should be submitted in writing within 30 days, and please allow 7–10 business days for research. Administrative, clerical, or technical billing errors do not absolve a student of their financial responsibility to pay the correct amount of tuition, fees, and other associated financial obligations assessed because of registration and/or grades received at Roxbury Community College.

The written inquiry must include your name, student ID number, a description of the presumed error, and the dollar amount of the presumed error. Send billing inquiries to [businessoffice@rcc.mass.edu](mailto:businessoffice@rcc.mass.edu).