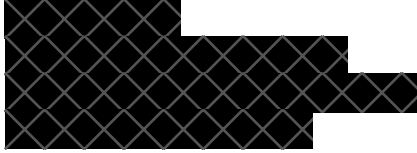




UNITED STATES OF AMERICA  
FEDERAL TRADE COMMISSION  
WASHINGTON, DC 20580

January 31, 2023



Re: FOIA-2023-00560

Dear Requester:

This is in response to your request dated January 30, 2023 under the Freedom of Information Act ("FOIA"), seeking access to the number of consumer complaints against the University of Phoenix from January 1, 2017 to December 31, 2022. In accordance with the FOIA and agency policy, we have searched our records on January 31, 2023.

We have located 6,265 responsive complaints that consumers have made to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided.

If you have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Anthony Ellis at [rellis@ftc.gov](mailto:rellis@ftc.gov).

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington, DC 20580, or via email at [FOIAAppeal@ftc.gov](mailto:FOIAAppeal@ftc.gov), within 90 days of the date of this letter. Please enclose a copy of your original request and a copy of this response.

You also may seek dispute resolution services from the FTC FOIA Public Liaison Richard Gold via telephone at 202-326-3355 or via e-mail at [rgold@ftc.gov](mailto:rgold@ftc.gov); or from the Office of Government Information Services via email at [ogis@nara.gov](mailto:ogis@nara.gov), via fax at 202-741-5769, or via mail at National Archives and Records Administration, 8601 Adelphi Road, Office of Government Information Services (OGIS), College Park, MD 20740.

Sincerely,

*/s/ Goldie V. Walker<sup>RAE</sup>*  
Goldie V. Walker  
Acting Assistant General Counsel