

FLORIDA GATEWAY COLLEGE

POLICY

TITLE: General Student Complaints

NUMBER: 6Hx12:09-38

AUTHORITY: District Board of Trustees

PAGE: 1

RESPONSIBILITY: Appropriate Vice President or designee

OTHER: Florida Statute 1001.64; 1001.65;
State Board of Education Rule: 6A14.0261

DATE: See History Below

It is the policy of the District Board of Trustees to expeditiously consider and resolve any general student complaints not involving Discrimination and Harassment (6Hx12:6-23), Formal Grievances (6Hx 12:6-10), Academic Appeals (6Hx12:09-39), and/or Misconduct as defined by (6Hx12:6-45).

History: 02/12/13 Adopted: 02/12/13 Effective: 02/12/13 Revised: 04/08/14

FLORIDA GATEWAY COLLEGE

PROCEDURE

TITLE: General Student Complaints

PAGE: 1 of 2

AUTHORITY: District Board of Trustees

DATE: See History
Below

RESPONSIBILITY: Appropriate Vice President or designee

NUMBER OF BOARD RELATED POLICY: 6Hx12:09-38

Purpose: To establish a procedure for registering and handling student complaints against any College employee.

Note 1: This procedure is NOT for cases involving an academic appeal, harassment, discrimination, violation or misapplication of rule, law or policy, or misconduct.

Note 2: Accommodations will be made to serve students who are enrolled in distance learning courses.

Procedure for Students

Students who wish to register a complaint against any College employee shall follow these steps:

- A. Complete a complaint form, and attempt to resolve the issue with the college employee with whom you have the complaint.
- B. If the problem remains unresolved, the student should next contact the College employee's immediate supervisor for assistance.

Procedure for Administration

Complaints/concerns may include faculty demeanor in the classroom, rude behavior or treatment from faculty, staff, or administration as perceived by the student, and/or other general complaints that are not associated with harassment, discrimination, misconduct, grades or other academic concerns, and perceived violations of college policy, state statute, or Federal laws.

The supervising administrator shall use the following guidelines when a complaint is made concerning any College employee.

- A. Prepare a written statement and complete the “general student complaint” form, and provide this at all meetings associated with the steps below.
- B. Schedule a meeting with the college employee and attempt to resolve the situation (where appropriate).
- C. If the resolution does not occur, student should then schedule an appointment with the immediate supervisor of the appropriate college employee to see if the issue can be resolved.
- D. If resolution does not occur, the student should schedule a meeting with the next appropriate supervisor or the vice president to seek resolution.
- E. The supervisor or Vice President will attempt to resolve the matter. If the issue is not resolved at the level of the appropriate Vice President, the matter proceeds to the President.
- F. The College President will consider the complaint and will render the final decision.



Florida Gateway College
General Student Complaint Form
 College Policy and Procedure 6Hx12: 09-38 (attached)

Student Name _____ Student ID # _____

FGC e-mail _____

Address _____ City _____ State _____
 ZIP _____

Cell Phone () _____ Home Phone() _____

Clearly state problem: (Use additional sheet of paper, if necessary) _____

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What action do you request? (must be completed) _____

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If appropriate, have you attempted to resolve directly with the college employee with whom you have the complaint? **YES** ___ **NO** ___

Employee's Name _____

If no, please state why not: _____

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Please follow appropriate steps and deadlines outlined in attached policy and procedure 6Hx12:09-38. If you believe the issue involves discrimination or harassment, see Policy and Procedure 6Hx12:6-23. Complaints related to Misconduct, Including Sexual Misconduct, Assault, Battery, and Sexual Battery, see 6Hx12:6-45, and if you are registering an academic appeal, see 6Hx12:09-39.

I certify that all information recorded above is correct to the best of my knowledge.

Student Signature

Date_____