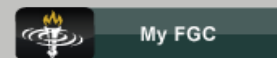




Student Complaints/Appeals



[Home](#) > [Current Students](#) > [Student Complaints/Appeals](#)

Florida Gateway College is committed to helping students find resolution to any issue that may arise. Below you will find information to assist students who may have complaint issues.

Academic Appeals

[6Hx12:-09-39](#)

General Student Complaints:

[6Hx12:9-38](#)

Financial Aid Appeals:

<https://www.fgc.edu/new-students/financial-aid/warning-suspension/>

Student Discipline Appeals:

[6Hx12:9-08](#)

Grievances:

[6Hx12:6-10](#)

Discrimination and Harrassment:

[6Hx12:6-23](#)

Misconduct, Including Sexual Misconduct, Assault, Battery and Sexual Battery:

[6Hx12:6-45](#)

- [Know Your Rights: Title IX Prohibits Sexual Harassment and Sexual Violence Where You Go to School](#)

Military Tuition Assistance (TA) or Military Spouse Career Advancement Account Scholarship recipient complaints:

http://www.militaryonesource.mil/voluntary-education?content_id=274604

If a student has an issue that does not involve one of the above then we encourage the student to attempt to resolve the issue at the most informal level first. If the issue is not resolved at this level, then the student should proceed to the next administrative level.

A student may appeal to the Office of the Ombudsperson a decision that is related to the student's access to courses and credit granted toward the degree. The Ombudsperson can be reached at (386) 754-4267.

- The student may contact the Ombudsperson directly.
- The Ombudsperson may serve as a student advocate and/or mediator regarding academic matters.
- The Ombudsperson is accountable to the College President in his/her role as Ombudsperson.

This information is provided to students in the College Catalog: <http://catalog.fgc.edu/> and the Student Handbook:

<https://www.fgc.edu/student-handbook/>

For information regarding student complaints involving distance learning at Florida Gateway College, please refer to the [Distance Learning Grievance Process & State Authorization](#) web page.

Per Senate Bill 0524, FGC is providing the following information:

Florida Sexual Offenders and Predators Website (University Search):

<http://offender.fde.state.fl.us/offender/univSearchNav.do?link=standard>

Toll Free Number: 1-888-357-7332

Quick Links



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Events Calendar

« JAN 2015 »						
MON	TUE	WED	THU	FRI	SAT	SUN
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	



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Postsecondary Education Complaint System

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40

Who should submit a complaint?

If you or your family member receives tuition assistance or is a Military Spouse Career Advancement Accounts Scholarship recipient, you are encouraged to submit feedback here.

If you are not using TA or MyCAA education benefits, please submit your complaint to the appropriate agency:

- Montgomery or Post 9/11 GI Bill® - [Department of Veterans Affairs](#)
- Federal financial aid, for example Pell Grants and federal loans - [Department of Education](#)
- Private student loans - [Consumer Financial Protection Bureau](#)

When to submit a complaint

You may submit a complaint if your school is failing to follow the [Principles of Excellence](#). This initiative is designed to empower you and your family members to report misleading or unfair actions by education institutions. Examples of education related issues may include, but are not limited to, misrepresentation or deceptive actions concerning multiple unsolicited phone calls or emails used as a high-pressure recruitment tactic, false representation about degree programs, misleading statements regarding accreditation or promoting costly private or institutional loans. The types of complaints DoD will review include the following:

Recruiting and marketing practices	Quality of education
Accreditation	Grade policy
Financial issues (for example, tuition and fee charges)	Release of transcripts
Student loans	Transfer of credits
Post-graduation job opportunities	Refund or collection issues
Change in degree plan and requirements	Other

If you are experiencing issues specific to your TA or MyCAA education benefit, for example, eligibility, application/request form or payment, please direct them to your DoD military service education representative.

How to submit a complaint

If you are using TA or MyCAA education benefits, please click the Submit a Complaint button below to file your complaint.

[Submit a Complaint](#)

INSTALLATION PROGRAM DIRECTORY

Find your local Adult Education Centers Office

Adult Education Centers

[View a directory of installations](#)

Advanced search at [MilitaryINSTALLATIONS](#)

RSS FEED

All R

Stay up to date on all things related to Service and Family Members.

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Popular Voluntary Education Web Links

[Air Force - Air Force Virtual Education Center \(AFVEC\)](#)

[Army - Army Continuing Education System \(ACES\)](#)

[Defense Activity for Non-Traditional Education Support \(DANTES\)](#)

[Department of Education](#)

[Military OneSource Tips](#)

[Navy - Navy College Program \(NCP\)](#)

[Servicemembers Opportunity Colleges \(SOC\)](#)

After submitting a complaint

The process and subsequent actions after a complaint is submitted include the following steps.

1. Student submits a complaint. Upon submission of a complaint about an issue with a school, you will receive status updates via the email address you provided when you submitted the complaint.

2. DoD and the military service review school complaints. Complaints will be sent to your DoD military service education representative for review. The education representative will work with your school and provides you with a response to your complaint. If they determine another government agency would be better able to assist, we will forward your complaint to them and provide you an update. Please note that all verified complaints will be submitted for the record to the Federal Trade Commission's Consumer Sentinel Network.

3. DoD, military service and the school respond to the complaint. As your complaint is being reviewed, the DoD/military service education representative will communicate with you as needed and, with feedback from the school, will prepare a response to your complaint.

4. Student receives a complaint response. Upon completion of the school's response, you will receive a case closure notification via the email address you provided when you submitted the complaint.

5. DoD will follow up on the complaint. Complaint data is shared with state and federal law enforcement agencies as necessary. Complaints tell us about practices that may pose risks to students. If we need more information, we'll contact you.



Service members, family members, service providers, and command—welcome to Military OneSource. Policies, procedures, timely articles, cutting-edge social media tools, and support. All in one place, empowering our military community.



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OUR WEBSITES

- [Education Directory for Children With Special Needs](#)
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- [MilitaryINSTALLATIONS](#)
- [MySECO](#)
- [Plan My Deployment](#)
- [Plan My Move](#)
- [Resource Request Form](#)
- [USA4 Military Families](#)
- [eSponsorship Training](#)

OUR MOBILE WEBSITES

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- [EFMP](#)
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