

Broward College  
Student Complaints and Information Process

Students who want to have a grievance heard should seek resolution to an issue may consult with the campus or district offices indicated below, beginning with the First Response. It is important that students understand and follow the progressive resolution processes listed.

	First Response	Next Level	Next Level	Next Level
Advising/Counseling	Associate Student Dean		Campus Dean of Students	Academic Standards Committee/Vice President for Student Affairs
Admissions Application	Director of Enrollment Services	Campus Dean of Students	AVP for Student Affairs/College Registrar	Vice President for Student Affairs
Bookstore	Bookstore Manager		Director of Bookstores	Vice President for Facilities
CLAST	District Associate Registrar		AVP for Student Affairs/College Registrar	Vice President for Student Affairs
College Placement Test	Testing Center Coordinator	Associate Student Dean	Campus Dean of Students	Vice President for Student Affairs
Disruptive Behavior of Students				
In class	Faculty Member			Campus Provost in conjunction w/Vice President of Student Affairs
Outside class	Campus Safety Officer		Campus Dean of Students	
Enrollment/Registration	Director of Enrollment Services	Associate Registrar	AVP for Student Affairs/College Registrar	Vice President for Student Affairs
Faculty Concerns	Associate Dean Program Manager		Academic Dean	Campus Provost in conjunction with Vice President for Academic Affairs
Financial Aid	Lead Financial Aid Advisor	Assistant Director of Financial Aid	AVP Student Success and Enrollment Management	Vice President for Student Affairs

Florida Residency	Director of Enrollment Services	Associate Registrar	AVP Student Affairs/College Registrar	Vice President for Student Affairs
Grade Appeal	Faculty Member	Program Manager or Associate Dean	Campus Grade Appeal Committee	Vice President for Academic Affairs
Graduation	Advisor/Counselor	Associate Registrar	AVP Student Affairs/College Registrar	Vice President for Student Affairs
Immigration Status I-20	Supervisor of International Admissions	Associate Registrar	AVP for Student Affairs/College Registrar	Vice President for Student Affairs
Intercollegiate Athletic	Athletic Director		Associate Vice President for Student Development Services	Vice President for Student Affairs
Parking	Campus Safety Lieutenant		Business Dean	Campus Provost
Refund Requests	Director of Enrollment Services		Campus Dean of Students	Campus Provost
Security	Campus safety Lieutenant		Business Dean	Campus Provost
Sexual Harassment, Discrimination, and/or Retaliation  (if student is involved as alleged victim or perpetrator)	Campus Dean of Students will assist/discipline students as necessary  AVP for Employee Relations to assist/discipline employees as necessary, in consultation with appropriate supervisor			Vice President for Student Affairs (for student matters), Vice President for Human Resources and Equity (for employee matters)
Student Accounts	Cashier Coordinator	Credit & Collections Coordinator, or College Bursar	AVP for Student Business Services	Chief Financial Officer
Student Activities	Director/Coordinator of Student Life		Campus Dean of Students	Campus Provost in Conjunction with Vice President for Student Affairs

Students w/Disabilities	Disability Services Specialist	Coordinator of Disability Services	AVP for Student Success and Enrollment Management	Vice President for Student Affairs
Transcripts	Director of Enrollment Services	Associate Registrar	AVP for Student Affairs/College Registrar	Vice President for Student Affairs