

Procedure Manual



Title: Complaint Process for Non-Instructional Issues	Number: A6Hx2-5.23
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The College expects and requires that front-line staff and/or administrators attempt to meaningfully resolve complaints prior to reaching the Executive Leadership level (President, Provost, Senior Vice Presidents, Vice Presidents, and Campus Presidents). In the same regard, students are expected to follow the chain of command within the complaint process prior to elevating a concern to the senior executive level of the College.

This procedure should be used when a student or prospective student has a concern about her/his education at the College. (Students who have a concern about a final course grade may appeal in accordance with College Policy and Procedure 6Hx2-4.19 – Grades and Grade Appeal). The objective of the procedure is to provide a resolution process for students to use to resolve concerns as quickly and efficiently as possible. This complaint process is for students and prospective students, and only students or prospective students can participate in the College’s complaint process; however, nothing within this process precludes a student from seeking counsel from an adviser of their choice, which may be an attorney.

The student or prospective student brings the concern to an appropriate staff or faculty member using the steps in the resolution process below. If the student is uncomfortable with approaching the college employee directly, she/he may select an advocate inclusive of the campus ombudsman, a counselor or adviser, or other staff member. The staff member and administrators will attempt to work with the student and any other persons who are involved to respond to the problem within ten (10) business days. If the complaint is not answered satisfactorily at any step in the process, the student should progressively elevate their concerns through the process and if not resolved should can make a written complaint with the appropriate Vice President or Campus President as indicated below.

After exhausting all institutional complaint processes and students and/or prospective students feel their issue(s) are unresolved, a complaint may be filled with the Florida Colleges Division of the Florida Department of Education and/or the Southern Association for Colleges and Schools Commission on Colleges. For more information on how to how to contact the Florida Department of Education regarding a Complaint, students may access information at the following website: <http://www.fldoe.org/cc/complaint.asp>.

RESOLUTION PROCESS

Areas of Concern	First Response	Next Level	Next Level	Final Level
Advising/ Counseling	Associate Dean of Students		Campus Dean of Students	Academic Standards Committee/Vice President for Student Affairs with Campus Presidents
Admissions Application	Coordinator of Enrollment Services	Campus Dean of Students	AVP for Student Affairs/College Registrar	Academic Standards Committee Vice President for Student Affairs
Bookstore	Bookstore Manager	Director of Bookstores	Campus Business Dean	Vice President for Student Affairs w/ Vice President for Facilities
College Placement Test	Testing Center Coordinator	Associate Student Dean	Campus Dean of Students	Vice President for Student Affairs

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Areas of Concern	First Response	Next Level	Next Level	Final Level
Disruptive Behavior of Students In class Outside class	Faculty Member Campus Safety Officer	Associate Dean	Campus Dean of Students	Campus President in conjunction with Vice President for Student Affairs
Faculty Concerns	Associate Dean Program Manager		Academic Dean Bachelor or Instructional Dean	Campus President in conjunction with College Provost and Senior Vice President for Academics and Student Success, and AVP for Human Resources and Equity depending on the complaints as indicated in the Policy.
Enrollment/Registration	Coordinator of Enrollment Services	Associate Registrar	AVP for Student Affairs/College Registrar	Vice President for Student Affairs
Financial Aid	Financial Aid Adviser, Supervisor	Associate Director of Financial Aid	AVP for Student Affairs/Financial Services	Vice President for Student Affairs
Florida Residency	Coordinator or Associate Dean of Enrollment Services	Associate Registrar	AVP Student Affairs/College Registrar	Vice President for Student Affairs
Grade Appeal See College Policy 4.19				http://www.broward.edu/PolicyAndProcedure/PolicyAndProcedure/SupportingContent/Pol419.pdf
Graduation	Adviser/Counselor	Associate Registrar	AVP Student Affair/College Registrar	Vice President for Student Affairs
Immigration Status I-20	Coordinator International Admissions		AVP for Student Affairs/College Registrar	Vice President for Student Affairs
Intercollegiate Athletics	Athletic Director		Associate Vice President for Student Affairs/Student Life	Vice President for Student Affairs
Library/LRC	Associate Dean Academic Resources		Dean of Academic Resources	Campus President
Parking	Campus Safety Lieutenant		Campus Business Dean	Campus President
Refund Petition Denial Requests			Campus Dean of Students	Campus President
Security	Campus Safety Lieutenant		Campus Business Dean	Campus President

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Areas of Concern	First Response	Next Level	Next Level	Final Level
Sexual Harassment, Discrimination, Hate Crimes Bullying and/or Retaliation (if student is the alleged perpetrator)	Campus Dean of Students			Vice President for Student Affairs with Campus Presidents
Sexual Harassment, Discrimination, and/or Retaliation (if faculty or staff is the alleged perpetrator)				
AVP Human Resources and Equity handles all such cases. Students can proceed directly to this office or contact the Campus President of their respective campus.				
Student Activities	Director/Coordinator of Student Life		Campus Dean of Students	Campus President with Vice President for Student Affairs
Students with Disabilities	Disability Services Adviser	Manager of Disability Services		Vice President for Student Affairs
Transcripts	Coordinator or Associate Dean of Enrollment Services	Associate Registrar	AVP for Student Affairs/College Registrar	Vice President for Student Affairs

Complaints related to actions that violate Federal law such as discrimination, ADA, FERPA should be reported to the appropriate College official using the resolution process above. Additionally, students may file a complaint with the appropriate Federal agency that has jurisdiction over these areas. The United States Department of Education Office of Civil Rights handles complaints related to discrimination and ADA. Complaints related to privacy of records in accordance with the Family Educational Rights and Privacy Act (FERPA), students may also contact the United States Department of Education Family Policy Compliance Office and file a complaint in accordance with the rules of that agency.

PROCEDURES SPECIFIC TO ONLINE STUDENTS

Students enrolled in a fully online program who desire to file a complaint not related to their final grade in a course should follow this Complaint Process for Non-instructional Issues (BC Procedure 5.23). After exhausting all institutional complaint processes, Florida residents may file a complaint with the Florida Department of Education-Division of Colleges, and/or with Broward College’s regional accrediting agency, The Commission on Colleges of the Southern Association of Colleges and Schools. Students residing in states other than Florida may file a complaint with the regulatory agency in the state where they are receiving the online instruction, and/or the Commission on Colleges.

Most complaint processes external to Broward College require that the student: 1) document the steps taken to exhaust the institution’s grievance process; 2) describe the action taken by the institution to date in response to

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the student complaint; and 3) provide a copy of the institution's response to the student as a result of following the college's procedures.

Contact information for filing complaints regarding online learning:

Broward College Online. <http://www.broward.edu/online>; email: bconline@broward.edu)
954.201.6564
3501 SW Davie Road, Davie Florida 33314

Florida Department of Education, Division of Florida Colleges; <http://www.fldoe.org/cc/complaint.asp>
850-245-0407
325 West Gaines Street, Room 1544, Tallahassee, Florida 32399-0400

Southern Association of Colleges and Schools, Commission on Colleges
<http://sacscoc.org/pdf/081705/complaintpolicy.pdf>
404-679-4500
1866 Southern Lane, Decatur, GA 30033-4097

For students residing outside of Florida, contact information for other state regulatory agencies may be found at <http://www.broward.edu/online/>.

PROCEDURES FOR RECORDS RETENTION

The College will retain records for written complaints received at the following levels:

- President of the College or designated senior executive administrator
- College Provosts, Campus Presidents and Vice Presidents
- Human Resource Officials
- Outside agencies: Federal, State, County, etc.

As established in Florida Statutes Chapter 119 and 257, and in the Florida Administrative Code Rule 1B-24 and 1B-26, the College follows the General Records Schedules GS1-SL for state and local government agencies relative to the retention of the records related to student/consumer written complaints escalated to the above level. Records related to the complaint along with the action taken with the name of the person who resolved the complaint will be retained with the College officials above who are ultimately responsible for response to the complaint and retention of the documentation of the complaint for designated period of time.

Complaints related to harassment, discrimination or any other complaints governed by Federal regulations that govern complaints against employees shall be maintained in accordance with the GS1-SL.

[Link to Policy 6Hx5.23](#)

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