



Broward
Community
College

Procedure Manual

Title: Complaint Process for Students for Non-Instructional Issues	Number: A6Hx2-5.23
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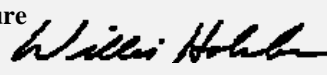
The following steps are established to provide a fair review of student non-instructional complaints.

Informal Resolution. The student shall informally submit his/her complaint, to the supervisor of the department where the alleged improper application of College policy or procedure occurred. The student must promptly file his/her complaint within 30 calendar days after the incident is alleged to have occurred and the complaint must refer to the specific College Policy or Procedure that was unfairly or misapplied. Students may choose to either ask for a specific action on the part of the College or are free to simply voice their complaint without asking for any action on the part of the College. However, even if the student requests that no action be taken on his/her complaint, the College may be required to investigate and take appropriate action under the law and/or the College’s policies and procedures.

Formal Resolution. If a satisfactory resolution cannot be reached with the supervisor of the department, the student may formally appeal the decision, in writing, to the next higher level supervisor. The student must promptly file his/her complaint within 30 calendar days after a response is received from the informal process. Appeals to higher levels of authority end with the appropriate Provost or Vice President.

The Vice President for Student Affairs and Enrollment Management may serve as a liaison between students and staff at all levels of the complaint process.

[Link to Policy 6Hx2-5.23](#)

Recommending Officer’s Signature 	Date 02/28/07	President’s Signature 	Date 02/28/07
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