



**Broward  
Community  
College**

## Policy Manual

<b>Title:</b> Complaint Process for Students for Non-Instructional Issues	<b>Number:</b> <b>6Hx2-5.23</b>
<b>Legal Authority:</b> <i>Fla. Statute</i> 1001.64	<b>Page:</b> 1 of 1

### GENERAL STATEMENT

Broward Community College (the College) encourages a fair review of student non-instructional complaints.

The policy supports the College mission in to empower students with the critical thinking and problem-solving skills, global perspective, clarified values, and creativity that will enable them to make moral choices and ethical decisions in all aspects of their lives.

### THE POLICY AND THE STUDENT

This policy ensures students a fair consideration of their complaints/problems. Students are encouraged to communicate their complaints to the supervisor of the department where the alleged infraction occurred. Complaints may be made verbally or in writing and the student is entitled to an appropriate response from the College.

### THE POLICY AND FACULTY AND STAFF

This policy ensures proper application of the College’s policies and procedures.

### IMPLEMENTATION AND OVERSIGHT

The supervisor of the department where the alleged infraction occurred has responsibility for the implementation and oversight of this policy. Additionally, the supervisor is responsible for notifying other College personnel as necessary if the complaint impacts their area of responsibility. Supervisors will respond to complaints within 10 business days. If the student is not satisfied with the response of the supervisor, they may appeal to a higher level supervisor within 10 days, up to the appropriate provost or vice president. The decision of each successive higher level supervisor will be rendered within 10 days of receipt of the appeal. The decision of the appropriate provost or vice president shall be final. The chief student affairs officer on the campus/center may serve as an ombudsman throughout the complaint process.

### DEFINITIONS

Complaint – a student’s allegation of the improper application of College policy or procedure which has a direct bearing on the complaining student.

[Link to Procedure A6Hx2-5.23](#)

<b>History:</b> Issued on October 31, 2001; Revised and renamed February 28, 2007; revised May 1, 2008.
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<b>Approved by the Board of Trustees</b>	<b>Date</b> 05/01/08	<b>President’s Signature</b> 	/08
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