

Policy Manual



Title: Complaint Process for Students for Non-Instructional Issues	Number: 6Hx2-5.23
Legal Authority: Fla. Statute 1001.64, 34 CFR § 668.43	Page: 1 of 2

GENERAL STATEMENT

A prospective or enrolled student may file a complaint, which is a written claim raised by a student, a group of students, or the student government, alleging improper, unfair, arbitrary, or discriminatory action by an employee involving the application of a specific provision of a college rule/regulation or a board policy or procedure.

A prospective or enrolled student has the right to seek a remedy for a dispute or a disagreement through a designated complaint procedure. Students should use available informal means to have a decision reconsidered before filing a complaint. No retaliation of any kind shall be taken against a student for participation in a complaint.

THE POLICY AND THE STUDENT

This policy ensures students that their complaints will be received, heard and addressed with consideration of fairness by the appropriate administrator/manager/supervisor of the College with oversight of a department or division. . Students are encouraged to communicate their complaints informally first through the incremental levels within the organization as indicated in the procedure for this policy. If no resolution is achieved from levels one through three within the organizational structure, then students can file formal complaints with the appropriate Vice Presidents or Campus President. Complaints may be made verbally or in writing and the student is entitled to an appropriate response at each level within the College structure. After exhausting all internal complaint processes, students may file a complaint with the Florida Department of Education Division of Florida Colleges, and with the Southern Association of Colleges and Schools Commission on Colleges, the College's regional accrediting agency.

THE POLICY AND THE STAFF

Staff will address student complaints at their level of authority in the complaint process as outlined in the procedure. Staff will document their response to the complaint in writing to the student and maintain copies of such resolution and/or action in a central location within the department. This ensures proper application of the College's policies and procedures throughout the College. Any complaints that allege violations of Federal and State laws, including but not limited to, harassment of any kind, discrimination, ADA compliance, Title IX etc., should be referred to the College Equity Officer/AVP Human Resources and Equity. Any violations of privacy law, FERPA, should be directed to the Vice President for Student Affairs and Enrollment Management. Students should exhaust all internal complaint processes before filing a complaint with the Florida Department of Education and the college's regional accrediting agency.

IMPLEMENTATION AND OVERSIGHT

The President has the authority to establish procedures to implement this policy. The Vice President for Student Affairs and Enrollment Management has the responsibility for the development of this policy; however

History: Issued on October 31, 2001; Revised and renamed February 28, 2007; revised May 1, 2008; revised August 23, 2011.

Approved by the Board of Trustees	Date: 8/23/11	President's Signature 	Date: 8/23/11
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the supervisor of the department where the alleged infraction occurred has responsibility for direct implementation of this policy at their level in the complaint process. Additionally, the supervisor is responsible for notifying other College personnel as necessary if the complaint impacts other areas of the institution. Supervisors at each level will respond to complaints within 10 business days. If the student is not satisfied with the response after exhausting each level of authority, they may appeal to the highest level administrator, District Vice President and Campus President within 10 days as indicated in the Procedure accompanying this Policy. The decision of each successive higher level supervisor will be rendered within 10 days of receipt of the appeal. The Campus Dean of Students may serve as campus ombudsman throughout the complaint process and if the student requires a higher level of advocacy, they may request assistance from the Vice President for Student Affairs and Enrollment Management.

VIOLATIONS OF POLICY

Students are expected to present and communicate their complaints using a professional standard of behavior in accordance with the Student Code of Conduct Policy and Procedure (College Policy 6Hx2-5.02). Students are not exempt from sanctions themselves when they violate any standard of the Code of Conduct while communicating their complaint to any level of the complaint process. The act of complaining comes without protection in this regard. Students found in violation are subject to discipline in accordance with the Student Code of Conduct, up to and including expulsion from the College, which can postpone the complaint moving forward.

Staff and non-represented faculty who violated this policy will be subject to discipline up to and including termination.

Full-time Faculty who violate this policy will be subject to disciplinary action up to and including termination, as outlined in the Collective Bargaining Agreement between the Board of Trustees of Broward College and the United Faculty of Florida, Broward College Chapter.

DEFINITIONS

Complaint - is a dispute or disagreement raised by a student, group of students, or the student government, concerning the application of the specific provision of a policy, rule or regulation, the application of a policy, rule or regulation in other than a uniform manner, or the application of a rule or regulation other than in accordance with the provisions of the policy, rule or regulation

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