

FLORIDA GATEWAY COLLEGE

POLICY

---

TITLE: General Student Complaints

NUMBER: 6Hx12:09-38

---

AUTHORITY: District Board of Trustees

PAGE: 1

---

RESPONSIBILITY: Appropriate Vice President or designee

---

OTHER: Florida Statute 1001.64; 1001.65;  
State Board of Education Rule: 6A14.0261

DATE: See History Below

---

It is the policy of the District Board of Trustees to expeditiously consider and resolve any general student complaints not involving Discrimination and Harassment (6Hx12:6-23), Formal Grievances (6Hx 12:6-10), Academic Appeals (6Hx12:09-39), and/or Misconduct as defined by (6Hx12:6-45).

---

History: 02/12/13 Adopted: 02/12/13 Effective: 02/12/13 Revised: 04/08/14

PROCEDURE

---

TITLE: General Student Complaints

PAGE: 1 of 2

---

AUTHORITY: District Board of Trustees

DATE: See History  
Below

---

RESPONSIBILITY: Appropriate Vice President or designee

---

NUMBER OF BOARD RELATED POLICY: 6Hx12:09-38

---

Purpose: To establish a procedure for registering and handling student complaints against any College employee.

Note 1: This procedure is NOT for cases involving an academic appeal, harassment, discrimination, violation or misapplication of rule, law or policy, or misconduct.

Note 2: Accommodations will be made to serve students who are enrolled in distance learning courses.

Procedure for Students

Students who wish to register a general complaint shall follow these steps:

- A. The student should first attempt to resolve the complaint with the FGC department or employee directly.
- B. If the complaint remains unresolved, the student should next contact the department's lead administrator or the employee's immediate supervisor for assistance.
- C. If the complaint still remains unresolved the student may file a written formal complaint with the appropriate Vice President by completing the college's general complaint form, available in the Vice President's office. Complaints filed in a Vice President's office will be logged to record.

Procedure for Administration

Complaints/concerns may include faculty demeanor in the classroom, rude behavior or treatment from faculty, staff, or administration as perceived by the student, and/or other general complaints that are not associated with harassment, discrimination, misconduct, grades or other academic concerns, and perceived violations of college policy, state statute, or Federal laws.

The supervising administrator shall use the following guidelines when a complaint is made concerning any College employee.

- A. Schedule a meeting with the student and appropriate person/department representative that is named in the complaint.
- B. If the complaint remains unresolved, the student should next contact the department's lead administrator or the employee's immediate supervisor for assistance.
- D. If the complaint still remains unresolved, the student may file a written formal complaint with the appropriate Vice President by completing the college's general complaint form, available in the Vice President's office. The Vice President will log all formal complaints to record.
- C. If the issue is not resolved at the level of the appropriate Vice President, the matter proceeds to the President.
- D. The College President will consider the complaint and will render the final decision.