



Santa Fe College Rules Manual

Title: Student Complaints Procedure 7.36P

Based on: Rule 7.36

Effective Date: January 8, 2018

Purpose: To establish a procedure for registering and resolving certain student complaints.

Note 1: This rule governs complaints that do not fall within the scope of the College Rules listed below. If the nature of the complaint falls within the scope of a rule listed below, the procedure of that rule must be followed.

SF Rule 2.8: Prohibition Against Discrimination and Harassment
SF Rule 4.2: Grading System
SF Rule 7.22: College Petitions Committee
SF Rule 7.23: Student Conduct Code

This procedure should be used when a student has a complaint, whether it is academic in nature or a general institutional issue. Academic complaints may include concerns regarding faculty evaluation of student work, course expectations and requirements, faculty or academic staff behavior. General institutional complaints may include concerns relating to student affairs, financial or facilities issues, perceptions of rude or unprofessional treatment from a college employee, or other items of a general nature. The intent of this procedure is to ensure that student complainants receive fair, reasonable and efficient resolution across the College.

Students are expected to follow the chain of command within the complaint process. The objective of this procedure is to provide a resolution process for students to use to resolve complaints as timely and efficiently as possible. Nothing within this process precludes students from seeking counsel from an adviser of their choice. Students may contact the Counseling Center and/or the College's Student Ombudsperson for assistance, advocacy, or support at any point within this process.

It is recommended the students address their complaints with the appropriate staff or faculty member. The staff or faculty member is expected to work with the student and any other persons who are involved to resolve the complaint within ten (10) business days. If the complaint is not resolved to the student's satisfaction, the student may take progressive action as outlined in the steps below (see Student Complaint Resolution Process).

Student Complaint Resolution Process

1st Action

If student is comfortable doing so, student should discuss complaint with the employee alleged to have caused the complaint within 10 business days of the incident. The employee is expected to seek to resolve the issue within 10 business days of the complaint by the student. If the complaint is not with a specific college employee but with an office, area, or any other college-related source that does not fall under a Rule indicated in Note 1, student shall contact the College Ombudsperson for guidance within 10 business days of the incident. If no resolution, proceed to 2nd Action.

2nd Action

Student shall submit a typewritten complaint to the immediate supervisor of the employee alleged to have caused the complaint, or other appropriate supervisor based on the subject of the complaint, within 10 business days from 1st Action. The typewritten complaint shall include a brief description of the complaint, action taken, and the requested resolution (up to 1-2 pages suggested). The supervisor shall respond within 10 business days in writing to the student. If no resolution, proceed to 3rd Action.

3rd Action

Student shall submit a typewritten complaint to the Assistant Vice President (AVP), Associate Vice President (AVP), or Director who maintains oversight of the division or unit of the supervisor involved in the 2nd action. The complaint must be submitted within 10 business days of receipt of the response discussed in the 2nd action. The AVP/Director will engage in fact-finding and make a decision within 10 business days. The AVP/Director will provide a written response to the student. If no resolution, proceed to 4th/Final Action.

4th Action

Student shall submit typewritten complaint to the appropriate Vice President (VP). The VP will engage in fact-finding and issue a decision. The VP's decision constitutes the final position of the College.

If, after exhausting this institutional Student Complaint Resolution Process, the complaint has not been resolved to the student's satisfaction, the student may file a complaint 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 contact the Florida Department of Education regarding a complaint, students may access information at the following website: <http://www.fldoe.org/cc/complaint.asp>. Information about filing a complaint with the College's accrediting agency, the Southern Association of Colleges and Schools Commission on Colleges (SACS-COC), can be found at <http://www.sacscoc.org/FAQsanswers.asp>.

Distance Education Students

Distance Education students who have completed the internal institutional grievance process and the applicable state grievance process, may appeal non-instructional

complaints to the FL-SARA PRDEC Council. For additional information on the complaint process, please visit the FL-SARA Complaint Process page, which can be found at <http://www.fldoe.org/sara/complaint-process.stml>.

Official records of all written student complaints and written College responses subject to this procedure will be maintained by the Office of the Registrar.

Procedure History

January 2018

January 2016