

1 **Florida State University Policy 5-1**

2 Title of Policy: Central Written Student Complaint Log  
3 Responsible Executive: Vice President for Student Affairs  
4 Approving Officials: Provost and Executive Vice President for Academic Affairs  
5 Vice President for Student Affairs  
6 Effective Date: July 1, 2013  
7 Revision History: New July 1, 2013

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9 **I. INTRODUCTION**

10 Consistent with various University Regulations and Faculty Senate Policies, written student  
11 complaints are received, investigated and resolved by several divisions of the University  
12 operating under the authority of different vice presidents, primarily within Academic Affairs  
13 and Student Affairs. This Policy serves to centralize reporting of basic information about  
14 those written complaints in order to enhance accuracy and accountability.

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16 **II. POLICY**

17 All university offices receiving and responding to written student complaints associated with a  
18 formal university process must provide the following information to the Dean of Students  
19 Department regarding each complaint by July 1 of each year:

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21 1. Date student filed complaint/grievance  
22 2. Name of individual who filed complaint/grievance  
23 3. Nature of complaint/grievance  
24 4. Name of formal process used to resolve complaint/grievance  
25 5. Outcome of complaint/grievance  
26 6. Date of resolution

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28 The Dean of Students Office will maintain a central log containing this information. The log  
29 should be available at any time for inspection by the Vice President for Student Affairs, the  
30 Provost, or their designees.

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32 **III. LEGAL SUPPORT, JUSTIFICATION, AND REVIEW OF THIS POLICY**

33 The Florida State University Faculty Senate derives its authority over academic policies from the  
34 Florida State University Constitution. FSU regulations developed under different divisions of the  
35 University govern other areas in which written student complaints arise, such as the Student  
36 Conduct Code and the Sexual Harassment Policy. This Policy does not infringe on any of these  
37 existing authorities to determine the content of those policies. It merely requires the collection of  
38 information generated within formal student complaint processes in a central location in order to  
39 respond to external agencies' requests for information.

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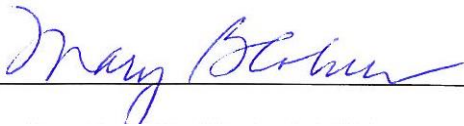
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44 Provost and Executive Vice President for Academic Affairs

Date

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7/11/13

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47 Vice President for Student Affairs

Date

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