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

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

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

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

The Dean of Students Office will maintain a central log containing this information. The log should be available at any time for inspection by the Vice President for Student Affairs, the Provost, or their designees.
III. LEGAL SUPPORT, JUSTIFICATION, AND REVIEW OF THIS POLICY

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

Provost and Executive Vice President for Academic Affairs

Vice President for Student Affairs

Date

Date