



FLORIDA STATE UNIVERSITY

3-19 Florida State University Policy

Title of Policy:	Written Student Complaints
Responsible Executive:	Provost and Executive Vice President for Academic Affairs
Approving Official:	Provost and Executive Vice President for Academic Affairs
Effective Date:	October 15, 2022
Revision History:	New, July 1, 2013, Substantially Revised October 15, 2022, Also Formerly 5-1 moved to Academic Affairs.

I. INTRODUCTION

Consistent with University Regulations and Faculty Senate Policies, written student complaints are received, investigated, and resolved by divisions of the University operating under the authority of different vice presidents, primarily within Academic Affairs, Student Affairs, and Finance and Administration. This policy serves to report summary information about written student complaints in order to enhance accuracy and accountability.

For the purpose of this policy, a student complaint is defined as a written complaint filed by a current degree-seeking student regarding a final formal university process or decision. Written student complaints include the following: grade appeals, academic honor policy appeals, general academic appeals, housing appeals, medical/mental health course drops and withdrawal appeals, academic decisions by deans such as dismissals for reasons other than grades, student conduct appeals, university housing community standards appeals, Financial Aid Satisfactory Academic Progress, alleged Family Educational Rights and Privacy Act violations, alleged Americans with Disabilities Act violations, alleged discrimination violations, and alleged Title IX violations.

II. POLICY

Each Division or unit that handles written student complaints must publish appropriate and clear policies and procedures for addressing student complaints. These complaint processes must be published and accessible to students in a form and location readily available to students to ensure that written student complaints are addressed in a prompt, fair, and consistent manner.

The student ombudspersons are available to provide informal assistance and impartial advice to students regarding concerns related to the university and appropriate points of contact for complaints. Communication with the student ombudspersons does not constitute notice to the university.

University offices receiving and responding to written student complaints must maintain the following required information for each complaint:

1. Date student filed complaint/grievance
2. Name of student (or where confidential, a unique identifying number) 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
7. The physical location of records relating to the complaint/grievance and the office responsible for maintaining the records
8. Evidence that the division has reviewed complaints to discern whether there are patterns in the complaints received.

All reporting required by this policy will be consistent with FERPA and all other legal confidentiality requirements but only to the extent required and will not eliminate reporting of all information otherwise possible for each applicable complaint.

The appropriate division or unit shall provide this information for all student complaints arising on the main campus or with online students. Each division or unit that receives and responds to written student complaints is responsible for reviewing student complaints/grievances received for patterns or trends, and for reporting actions taken by the Division or unit to improve institutional processes based on this analysis. The various appropriate divisions shall maintain a record of student complaints that can be accessed upon request that contains the required information as well as the supporting documentation for each written complaint.

Type of Student Complaint	Office Responsible	Location of Complaint and Supporting Evidence	Office Reviewing Complaints for Trends	Published location of the Complaint Process
Grade Appeals	Office of Faculty Development and Advancement	115 Westcott Building, Office of Faculty Development and Advancement	Vice President for Faculty Development and Advancement	https://fda.fsu.edu/academic-resources/academic-integrity-and-grievances/grade-appeals-system
Academic Honor Policy Appeals	Office of Faculty Development and Advancement	115 Westcott Building, Office of Faculty Development and Advancement	Vice President for Faculty Development and Advancement	https://fda.fsu.edu/academic-resources
General Academic Appeals	Office of Faculty Development and Advancement	115 Westcott Building, Office of Faculty Development and Advancement	Vice President for Faculty Development and Advancement	https://fda.fsu.edu/academic-resources/academic-integrity-and-grievances/general-academic-appeals-student-grievances
Residency Appeals	Office of Admissions	115 Westcott Building, Office of Faculty Development and Advancement	Vice President for Faculty Development and Advancement	https://admissions.fsu.edu/residency/policy/
Medical/Mental Health Course Drops & Withdrawals Appeals	Academic Dean's Office	Relevant Dean's Office	Vice President for Faculty Development and Advancement	https://dsst.fsu.edu/withdrawal/withdrawal-process-information/medical-mental-health-withdrawal-mhw
Alleged FERPA Violations	Registrar's Office	Access at A3900 University Center,	University Registrar	General Bulletin, Page 12,

		Registrar's Office		https://registrar.fsu.edu/bulletin/
Student Conduct Appellate Process	Student Conduct and Community Standards	Access to Maxient at 313 Westcott Building	Vice President for Student Affairs	https://sccs.fsu.edu/conduct-codes/student-conduct-codes
University Housing Community Standards Appeals	University Housing	Access to Maxient at 313 Westcott Building	Vice President for Student Affairs	https://housing.fsu.edu/community-standards#appeals
Alleged Violations of the Americans with Disabilities Act	Office of Accessibility Services	Access to Accessible Information Management at 313 Westcott Building	Vice President for Student Affairs	https://dsst.fsu.edu/sites/g/files/upcbtnu1476/files/documents/Reporting%20Discrimination%20and%20Grievances.pdf
Alleged Title IX violations against faculty, staff, or department	Title IX	Access to Accessible Information Management at 313 Westcott Building or at Human Resources, UCA A6200	Vice President for Finance and Administration	https://knowmore.fsu.edu
Alleged Discrimination against faculty, staff, or department	Office of Human Resources	Access to Accessible Information Management at 313 Westcott Building or at Human Resources, UCA A6200	Vice President for Finance and Administration	https://hr.fsu.edu/sections/equity-diversity-inclusion/make-complaint

Tuition and Fee Appeals	Registrar	Access at A3900 University Center, Registrar's Office	Registrar	<p>In General</p> <p>https://registrar.fsu.edu/records/appeals/</p> <p>Drop Add Tuition Refund Appeal</p> <p>https://registrar.fsu.edu/forms/drop_refund_appeal.pdf</p> <p>Appeal to Reinstate Schedule Cancelled for Nonpayment of Tuition</p> <p>https://registrar.fsu.edu/forms/drop_refund_appeal.pdf</p>
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Satisfactory Academic Progress	Financial Aid	Office of Financial Aid, Suite 4400 UCA	Financial Aid	https://financialaid.fsu.edu/resources/satisfactory-academic-progress-policy-sap
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Similar complaints filed by students enrolled at either of the branch campuses are to be handled by the policies and processes articulated by the administration at each of these campuses. The Rector of the FSU-Panama campus and the academic dean of the Panama City, Florida, campus are responsible for reviewing student complaints/grievances received for patterns or trends, and report actions taken by the Division to improve institutional processes based on this analysis

Individual complaints as well as the records should be available at any time for inspection by the Provost or designee.

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

Article IX, Section 7, Florida Constitution, BOG Regulation 1.001(4), Delegations of Authority form BOT to President and from President

Approved



Provost and Executive Vice President