

312 Written Student Complaints

The purpose of this policy is to establish the procedures for addressing written student complaints *other than the following*:

- *Complaints related to grades (see Grade Appeal Process in Flagler College Catalog)*
- *Complaints related to academic disciplinary actions (see Appeal of Disciplinary Action in the Flagler College Catalog)*
- *Complaints related to disciplinary actions related to violations of the Student Code of Conduct (see Conduct Disciplinary Processes and Procedures in the Student Code of Conduct)*
- *Complaints of sexual harassment or sexual or gender-based misconduct (see the Sexual Harassment Policy in the Student Handbook for contact information for the College's Title IX Coordinator)*
- *Complaints of discrimination (see the Notice of Non-Discrimination in the Student Handbook)*

When appropriate, students are encouraged to resolve problems or conflicts through informal means with their instructors, program directors, or department heads before they initiate a formal complaint. If the matter cannot be resolved by informal means, students may submit written complaints in accordance with the following procedures.

These procedures are intended to ensure that written student complaints are addressed in a timely manner, that patterns of similar complaints may be readily discerned, and that appropriate actions are taken to address complaints.

1. A written student complaint should be addressed to the appropriate member of the President's Cabinet, namely the Vice President of Academic Affairs and Dean of the Faculty, the Vice President of Business Services and CFO, the Vice President of Enrollment Management, the Vice President of Student Affairs, or the Dean of Student Affairs.
2. The administrator who receives the written student complaint shall acknowledge the complaint within five (5) working days and forward a copy of his or her letter with a copy of the student complaint to the Vice President, Chief of Staff, Secretary to the Board of Trustees. The administrator shall subsequently send a memorandum outlining the action taken to address the complaint. Possible actions include conferring with the appropriate personnel or arranging a meeting with the student to discuss his or her complaint. However, if in the opinion of the administrator, the complaint is without merit, the student shall be so advised, and a copy of the communication will be forwarded to the Vice President, Chief of Staff, Secretary to the Board of Trustees.
3. The Vice President, Chief of Staff, Secretary to the Board of Trustees shall be responsible for receiving and logging written student complaints and for ensuring that complaints are properly processed.
4. If the student is not satisfied with the action taken or with the proposed resolution, he or she may appeal the matter to the President; however, such an appeal must be based upon

evidence of the neglect or violation of college policies or procedures by a member of the staff or faculty. The merits of such policies or procedures are not subject to appeal.

5. The President may elect to meet with the student and with the person(s) to whom the complaint is directed; however, the President's decision is final, and the President or the President's designee will notify the student of the decision or the action to be taken.

The table below is intended to assist students in identifying the appropriate office and/or person(s) to whom problems or conflicts should be addressed prior to submitting a written complaint to a member of the President's Cabinet.

Problem or Issue Concerning	Primary Contact	Secondary Contact
Billing, Tuition, and Fees	Business Office	Vice President of Business Services and CFO
Campus Safety	Director of Safety and Security	Vice President, Chief of Staff, Secretary to the Board of Trustees
Career Planning	Director, Career Development Center	Vice President of Student Affairs
Class Attendance	Instructor	Department Chairman
Class Schedule and Registration	Advisor	Registrar
Financial Aid	Director of Financial Aid	Vice President of Enrollment Management
Food Service	Director of Food Service	Vice President of Student Affairs
Health	Health Services	Vice President of Student Affairs
Housing OFF Campus	Student Affairs	
Housing ON Campus	Director for Residential Life	Dean of Student Affairs Vice President of Student Affairs
Instruction	Instructor	Department Chairman
Library Services	Director of Library Services	Vice President of Academic Affairs and Dean of the Faculty
Mail Service	Supervisor of Mail and Duplicating Services	Vice President of Business Services and CFO
Maintenance	Superintendent of Plant and Grounds	Vice President of Business Services and CFO
On Campus Activities	Director of Student Leadership and Engagement	Vice President of Student Affairs

Problem or Issue Concerning	Primary Contact	Secondary Contact
Rules & Regulations: Athletics	Coach	Director of Intercollegiate Athletics
Rules & Regulations: Campus	Dean of Student Affairs Dean of Academic Life	Vice President of Student Affairs Vice President of Academic Affairs
Technology Services	Vice President, Institutional Technology	

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Satisfies compliance with SACSCOC 12.4

Also published in the Student Handbook