

PENSACOLA STATE COLLEGE
POLICIES OF THE DISTRICT BOARD OF TRUSTEES

Policy Title:	Student Complaint Logs	<u>Number</u> 6Hx20-3.023
Legal Authority: Law Implemented:	s. 1001.65, Fla. Stat.	<u>Page</u> Page 1 of 2

Pensacola State College is committed to the fair treatment of its students and therefore attempts to resolve all complaints in a timely manner when possible. A “student complaint” is defined as a situation in which a student feels that the treatment he or she has received is not consistent with the College’s policies.

Students are encouraged to initially seek an informal resolution of complaints directly with the individual(s) involved when possible. When an informal resolution is not possible, students should file a Formal Grievance Petition in writing with the appropriate College administrator in the manner prescribed in the Student Rights section of the *College Catalog*, which is available online. Academic matters shall be filed with the Vice President, Academic and Student Affairs. Matters related to disability services or public safety shall be filed with the Vice President, Administrative Services and General Counsel. Financial matters including financial aid issues shall be filed with the Vice President, Business Affairs. Issues involving enrollment, registration, advising, and other student related services shall be filed with the Dean, Student Services. Additionally, the Associate Vice President, Institutional Diversity, will maintain a log of all written complaints related to discrimination, sexual misconduct, and other Title IX issues.

Any office to which a written Formal Grievance Petition is submitted must investigate the complaint, notify the student of the resolution, and maintain a log of all formal written complaints.

As required by the Department of Education and the Southern Association of Colleges and Schools Commission on College (SACSCOC), the College has adopted this procedure and requires that the following information be maintained in all written student complaint logs:

1. Date of the complaint;
2. Full names of the complainant;
3. Nature of the complaint;
4. Date of resolution of the complaint;
5. Person responding to the complaint; and
6. Description of the resolution.

The College will have a decentralized system for maintaining records of students’ complaints, and they will be maintained in the respective offices of the following College administrators:

1. Vice President, Academic and Student Affairs;
2. Vice President, Administrative Services;
3. Vice President, Business Affairs;
4. Associate Vice President, Institutional Diversity; and
5. Dean, Student Services.

History: Adopted 6/21/16.

President's Signature:

Date: 02/21/2017

A handwritten signature in blue ink, appearing to read "E. J. Meadows".