



ADMINISTRATIVE PROCEDURE MANUAL			
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Purpose

This purpose of this procedure is to outline the process for student complaints at Florida State College at Jacksonville (FSCJ).

- A. Students who have general complaints regarding their College experience may express those complaints verbally or in writing to any College administrator. Complaints alleging issues of discrimination or harassment should follow specific procedures found in APM 11-0801 and APM 11-0802. It is expected that most general complaints will be resolved informally through normal operational discourse.
1. Students who are unable to resolve complaints informally may make a formal complaint in writing to the appropriate Associate Provost or Vice President.
 2. The appropriate Associate Provost/Vice President, or designee will ensure that all formal complaints receive an initial response within ten (10) College business days.
 3. If the complaint involves a faculty member or class issue, the appropriate Associate Provost/Vice President, or designee managing the complaint will notify the faculty member and involve the faculty member appropriately in the resolution of the complaint.
 4. The appropriate Associate Provost/Vice President, or designee will forward the formal complaint to the appropriate College personnel for action.
 5. The appropriate Associate Provost/Vice President, or designee will provide final notification to the student. The College's general practice will be to resolve formal complaints within 20 College business days; however, certain complaints may take longer to resolve.
 6. Once action has been taken on the formal complaint, the appropriate Associate Provost/Vice President, or designee will retain a copy of the complaint, a narrative summary of the resolution and the final communication to the student for the purposes of periodic review and continuous quality improvement.
 7. Students who are not satisfied with the outcome of the institutional complaint process may contact:

Florida College System
 325 West Gaines Street, St. 1244
 Tallahassee, FL 32399-0400
 (850) 245-9449
<http://www.fldoe.org/schools/higher-ed/fl-college-system/about-us/complaints.shtml>

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8. Out-of-State Distance Education students from State Authorization Reciprocity Agreement (SARA) states, who have completed the FSCJ Procedures for academic appeals, non-academic appeals, complaints and applicable state grievance processes, may appeal non-instructional complaints to the FL-SARA Postsecondary Reciprocal Distance Education Coordinating Council (PRDEC Council). For additional information on this process, please visit the [FL-SARA Complaint Process](#) webpage.

REFERENCES: F.S. 1001.64, 1001.65

Adopted Date: November 21, 2019

Revision Date: May 4, 2021