



# COLLEGE of CENTRAL FLORIDA

## POLICY MANUAL

<b>Title:</b> STUDENT COMPLAINTS	<b>Number:</b> 7.10	<b>Page:</b> 1 of 2
<b>See Procedures:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Legal Authority:</b> Florida Statutes 794.011, 1000.05, 1001.02, 1001.64, 1004.65, 1012.855; Title VII Civil Rights Act of 1964, Amended 1972; Title IX, Section 504 of Rehabilitation Act of 1973, GINA Act of 2008	<b>Board Adoption/Revision Approval Dates:</b> 9/3/80, 6/10/87, 10/19/88, 6/13/90, 7/18/90, 5/8/96, 10/26/99, 4/24/01, 3/26/02, 10/22/02, 8/23/05, 5/25/10, 6/26/12	

The College of Central Florida is committed to a policy of treating all students fairly. The intent of this rule is to provide a procedure whereby student complaints are processed promptly and resolved fairly.

For purposes of this rule, the term “student” includes applicants for admission to the college.

A student complaint may be any concern a student has about the college or its operations.

A complaint is defined as dissatisfaction that occurs when a student believes that any decision, act or condition affecting the student is illegal, unjust or creates unnecessary hardship. Complaints may include, but are not limited to, academic problems, mistreatment by a college employee, wrongful assessment of fees, records and registration errors, student employment, or any actual or perceived physical or verbal abuse or coercion, and disciplinary matters which are covered under the Code of Student Conduct, awarding of grades, disciplinary matters which are covered under the Student Athlete Code of Conduct. Complaints under this policy may also include allegations of discrimination, harassment and/or sexual harassment based on race, color, ethnicity, religion, gender, age, marital status, national origin, genetic information or disability.

Students will be given adequate opportunity to bring complaints to the attention of the college with the assurance that the proper officials will promptly investigate the facts of the case and evaluate these facts in an objective manner.

Student problems should be resolved, whenever possible, before the filing of a formal, written complaint, and open communication is encouraged so that formal complaint procedures will not be necessary. Informal resolution of complaints may be pursued throughout the process. Confidentiality in the investigation and resolution of complaints is protected to the extent possible under state and federal laws.



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Retaliation: It is a violation of this rule to retaliate or take reprisal against any person who has filed a complaint under this rule.

Reporting, Investigation, and Resolution: The procedure for reporting, investigating, and resolving violations of this rule can be found in the Administrative Procedures Manual.