

Student Grievance Policy

The primary objective of a student grievance process is to ensure concerns are promptly dealt with and resolutions reached in a fair manner. It is essential each student be given adequate opportunity to bring complaints and problems to the attention of Ringling College. The student grievance process may only be used to make a complaint about a College action or decision when there is no other process to address that particular issue (e.g. Code of Conduct, Grade Appeal, Sexual Misconduct, Discrimination, etc.).

Students are encouraged to resolve concerns by first talking directly with the College representative involved. If a student has not been able to resolve his or her complaint by speaking directly with the individual, he or she should discuss it with the College official responsible for that area of the College. The student should attempt to resolve the issue within 30 days of the occurrence. If the student is still not satisfied, he or she may file a written complaint, using the Student Grievance Form, with the Vice President for Student Life and Dean of Students as soon as possible, but no later than 6 months from the date of the incident. The Vice President of Student Life and Dean of Students will review the complaint and determine the appropriate Office or Department to respond to the complaint. If the complaint is about the Vice President for Student Life and Dean of Students, the student should direct the complaint to the President.

If the complaint involves allegations of harassment, sexual misconduct, or any form of unlawful discrimination, the complaint should be made using the procedures specific to those policies. The Vice President for Student Life and Dean of Students (Deputy Title IX Coordinator) and the Vice President for Human and Organizational Development (Title IX Coordinator) will assist the student in processing the complaint.

State of Florida College Complaint Procedure Information

Federal regulations and State laws require that colleges in The Florida College System have processes for students, employees, and applicants to file complaints against any respective college. *In almost every situation, the college's process for resolving complaints must be followed first.*

Before contacting the State Division of Florida Colleges, please read your college's policies and procedures for filing complaints. Examples of where these can be found include:

- Course catalogs
- Student handbooks
- Employee handbooks
- College policy and procedure manuals
- College websites

Additionally, you may contact a variety of persons at the college level who can assist you, including, but not limited to:

- College Equity Officers
- College Ombudsmen
- Human Resource Directors
- Vice-Presidents
- Deans

- Academic Advisors or Directors of various college offices and divisions
- ADA Coordinators or Directors of Disability Student Services

All persons are encouraged to work through the internal complaint and appeal processes at their respective institutions as the first step in filing a complaint. Each college is governed by a Board of Trustees or District Board of Trustees who are responsible for ensuring lawful implementation of complaint procedures according to State Statutes and Federal Regulations. If you believe that your complaint has not been addressed satisfactorily at your local institution after exhausting the college's complaint or grievance procedures, you may contact the appropriate personnel at the Division of Florida Colleges for additional information. Additional information regarding the State of Florida's complaint process can be at <http://www.fldoe.org/schools/higher-ed/fl-college-system/about-us/complaints.stml>