



## **Grievance Policy**

A grievance procedure is available to any student who believes a university decision or action has adversely affected his or her status, rights, or privileges as a student. The purpose is to provide a prompt and equitable process for resolving student grievances. Students with grievances should first communicate with the appropriate course professor. If the professor is unable to resolve the student's complaint, the professor will refer it to the Vice President of Academic Affairs in writing. If the Vice President of Academic Affairs is unable to resolve the student's complaint, he will refer it to the Chief Executive Officer. The Chief Executive Officer will take steps to resolve the complaint or will refer it in turn to the President of the University. The University President's decision is final.

### **Informal Resolution**

Students are encouraged to speak directly with their mentor or staff member most concerned with or responsible for the situation that is the cause of the complaint. If this communication does not lead to a resolution, or such a discussion is not deemed appropriate, the student may submit an informal complaint or file a formal written complaint.

### **Informal Complaint**

A student may register an informal complaint within thirty (30) days of the event that triggered the complaint. The earlier communication is made, the more likely it is to resolve the matter satisfactorily. Complaints should be made to the Vice President of Academic Affairs. Informal complaints may be made in person, by telephone, or email. Appropriate university staff will review the matter presented by the student and determine whether any action is required. The student will be notified of the University's response within 20 days of the informal complaint. If the student is not satisfied with the decision and/or attempts at resolution, he/she may go on to make a formal complaint.

### **Formal Complaint**

A formal complaint must be submitted in writing to the Program Director. Formal complaints must be filed within sixty (60) days of the event that triggered the complaint and state the nature of the grievance and the remedy being sought. Any previous attempts to resolve the issue should also be described.

Receipt of the complaint will be acknowledged within fifteen (15) days. The appropriate university administrator will then review the matter. A final written determination, including any proposed resolution, will be sent to the student within thirty (30) days of receipt of the complaint. The relevant university office will keep a complete record of formal complaints.

Records of the outcome of all formal complaints will also be stored in a centralized database and the student's electronic file.



Students who at the end of this process feel a grievance is unresolved may refer it to:

Commission for Independent Education  
Florida Department of Education  
325 West Gaines Street  
Tallahassee, FL 32399-0400

Phone 850.245.3200  
Toll Free 888.224.6684  
<http://www.fldoe.org/policy/cie>