



Title: STUDENT COMPLAINTS

Code: po5710

Legal: F.S. 1002.20
F.S. 1012.796

Adoption Date: 03/21/2022

5710 - **STUDENT COMPLAINTS**

The District Board of Trustees (Board) recognizes that students have the right to request redress of a complaint.

For purposes of this policy, a student complaint shall be any such complaint that arises out of actions, procedures, and policies of the Board or its employees or the lack of such policy or procedure.

Complaints usually arise from a miscommunication, and the College will first attempt to informally resolve the student complaint through conversation between concerned parties.

If the problem cannot be resolved through an informal process, the student may lodge a formal complaint. The complaint must then be a detailed, written statement of complaint and submitted to the appropriate staff member. The appropriate staff member will hear the complaints of the students of the College provided that such complaints are made according to the established procedure.

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