

Student Complaint/Grievance Process

Student Grievance Policy: <http://regulations.ufl.edu/chapter4/4012.pdf>

- A grievance is defined as dissatisfaction occurring when a student believes that any decision, act or condition affecting him or her is illegal, unjust, or creates unnecessary hardship. Such grievances may concern, but are not limited to, the following: academic problems (excluding grades, except when there is an allegation of illegal discrimination or where a grade penalty has been imposed without proper authority), mistreatment by any University employee, wrongful assessment of fees, records and registration errors, student employment, and violation of Rule 6C1-1.006, F.A.C.
 - Prior to invoking the procedures described below, the student is strongly encouraged to discuss his or her grievance with the person(s) alleged to have caused the grievance. The discussion should be held as soon as the student first becomes aware of the act or condition that is the basis of the grievance. Additionally, or in the alternative, the student may wish to present his or her grievance in writing to the person(s) alleged to have caused the grievance. In either case, the person alleged to have caused the grievance must respond to the student either orally or in writing.
 - If a student decides not to present his or her grievance to the person alleged to have caused the grievance or if the student is not satisfied with the response, he or she may present the grievance in writing to the next level supervisor. The next level supervisor should conduct an informal investigation as warranted to resolve any factual disputes. Upon the student's request, the supervisor shall appoint a fact-finding panel of no more than three persons to conduct an investigation. The supervisor must state the terms and conditions of the investigation in a memorandum appointing the fact-finding panel. A fact-finding panel appointed hereunder shall have no authority to make recommendations or impose final action. The panel shall be limited to determining and presenting facts to the supervisor.
 - The supervisor's disposition of the grievance shall be reported to the student in writing and shall inform the student of the right to seek review by the appropriate Vice President or Dean of the Graduate School as indicated in subsection (3). The supervisor's response should be transmitted to the student within ten business days from the date the written grievance was received. If the disposition extends beyond ten business days the supervisor should inform the student of the delay and the expected response date.
 - Any student who is not satisfied with the response after the initial review may present the grievance in writing, together with the supervisor's written response to the grievance within five business days of receipt thereof to the appropriate Vice President or Dean of the Graduate School as indicated below:

| Office | Nature of Grievance |
|----------------------------|--|
| Academic Affairs | Academic Problems |
| | Library |
| | Academic Records & Progress |
| | Registrar's Office |
| Dean of Graduate School | Graduate Academic Problems |
| | Graduate Academic Records and Progress |
| Research | Research Matters |
| Finance and Administration | Payment & Assessment of Fees |
| | University Police Department |

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| | Traffic & Parking |
| Health Affairs | Student Health Services |
| Student Affairs | Housing |
| | Student Employment |
| | Violation of Rule 6C1-1.006, F.A.C. (Non-Discrimination Policy) |

- The Vice President's or Dean of the Graduate School's action will be limited to a review of the basis for the supervisor's disposition and will not involve a de novo factual investigation. Notwithstanding the above, the Vice President or Dean of the Graduate School may, but is not required to, direct that further facts be gathered or that additional remedial action be taken. The Vice President's or Dean of the Graduate School's action shall constitute final agency action.