

MANUAL OF PROCEDURE

PROCEDURE NUMBER: 4032

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PROCEDURE TITLE: Student Complaints

STATUTORY REFERENCE: FLORIDA STATUTES

BASED ON POLICY: IV-8 Student Complaints Policy of Miami Dade College

EFFECTIVE DATE: February 11, 2014

LAST REVISION DATE: May 15, 2018

LAST REVIEW DATE: May 15, 2018

I. PURPOSE

To provide a process by which Miami Dade College (MDC or College) addresses students' complaints, concerns and issues in an expeditious, fair and timely manner.

II. PROCEDURE

Prospective or enrolled students may voice a complaint about a College rule/regulation, procedure or experience. The complaint may also be raised by a group of students or student government.

Students must first voice their complaint to front-line staff and/or their supervisors. If the complaint cannot be resolved at that level, then the supervisors will communicate it to the next leadership level and notify the student(s). Students are expected to follow this chain of command within the complaint process and not elevate their complaint to the senior executive level of the College. Students who are unable to resolve their concerns/issues with the front-line staff and/or their supervisors may file a complaint in writing to the appropriate division head as listed in the table in this procedure. If the complaint is against a first or second level individual in the chain of command, the student should present the concern to the next level.

All persons are encouraged to work through the internal complaint and appeal processes at Miami Dade College as the first step in filing a complaint. If the complaint cannot be resolved at the levels listed in the table, then you may elevate your complaint to the senior executive level of the campus and/or College. If you believe that your complaint still has not been addressed satisfactorily and you have fully exhausted the complaint or grievance procedures at the College, then you may contact the Division of Florida Colleges. For additional information, visit: <http://fldoe.org/schools/higher-ed/fl-college-system/about-us/complaints.stml>

If you are an out-of-state student taking online courses via Virtual College and you believe that your complaint still has not been addressed and you have fully exhausted the complaint or grievance procedure at the College, then you may appeal to the SARA Portal Entity in FL within two years of the incident. For additional information, visit: <http://nc-sara.org/states/FL>

MDC has various procedures for receiving and addressing formal written student complaints. The following procedures apply to all students and are posted on the College's Web site:

[Student's Rights and Responsibilities Webpage](#)

[MDC Procedure 1665 Discrimination and Harassment Grievance Process](#)

[MDC Procedure 4009 Student Rights and Responsibilities](#)

[MDC Procedure 4015 Guidelines for Appeal of the Standards of Academic Progress](#)

[MDC Procedure 4018 Student Petitions Process](#)

[MDC Procedure 4030 Student Disciplinary Procedures](#)

[MDC Procedure 4040 Organization and Administration of Student Financial Aid Programs](#)

[MDC Procedure 4055 Services Provided for Students with Disabilities](#)

[MDC Procedure 4075 Communication between Students, Faculty, and Administration](#)

[MDC Procedure 8301 Student Appeal of Grades](#)

[Florida Residency Classification for Tuition Purposes Appeal Procedure](#)

Additionally, MDC has a student ombudsman that serves as the initial point of contact for students who have concerns, complaints, or issues related to College processes, policies, and procedures. The ombudsman listens to student concerns; directs students to the appropriate MDC office, policies, and procedures; and, if requested, assists students in completing the forms required to obtain a resolution. The student ombudsman has the authority to investigate issues and arrange meetings among the involved parties in order to reach a resolution. MDC has designated the student ombudsman as the Assistant Dean of Student Services or designee at each campus.

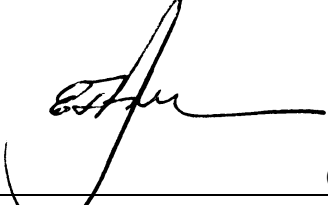
Each Campus Dean of Student Services Office maintains a log of formal written student complaints (sample attached).

*Responsibility for Addressing Student Complaints by Area:

Area of Concern	First-Level Response	Next-Level Response	Final-Level Response
Admissions	Campus Supervisor of Admissions	Campus Director of Admissions and Registration	College Registrar
Advisement/ Career Services	Director of Advisement and Career Services	Campus Director of Student Services	Campus Dean of Student Services
Bookstore	Bookstore Manager	Bookstore Director	Regional Bookstore Director
Discrimination/Harassment	Campus Dean of Student Services	Director, Office of Equal Opportunity Programs/ADA Coordinator	Campus Dean of Student Services or Academic Dean (depending on the nature of the complaint)
Faculty/Instructors	Department Chairperson	Faculty Dean	Campus President
Financial Aid	Financial Aid Advisor	Campus Director of Financial Aid	College Director of Financial Aid

Area of Concern	First-Level Response	Next-Level Response	Final-Level Response
Florida Residency for Tuition Purposes	Campus Supervisor of Admissions	Campus Director of Admissions & Registration	Florida Residency for Tuition Purposes Appeal Committee
Grade(s)	Faculty/Instructor	Department Chairperson	Faculty Dean
Graduation	Director of Advisement and Career Services	Campus Director of Student Services	Campus Dean of Student Services
Library	Library Supervisor	Campus Director of Learning Resources	College Director of Learning Resources
Parking	Public Safety Officer	Campus Chief of Public Safety	Campus Director of Administration
Petitions	Campus Assistant Dean of Student Services	Campus Dean of Student Services	Campus President
Refunds	Campus Assistant Dean of Student Services	Campus Dean of Student Services	Campus President
Registration	Campus Supervisor of Registration	Campus Director of Admissions and Registration	College Registrar
Security	Public Safety Officer	Campus Chief of Public Safety	Campus Director of Administration
Student Financial Accounts	Student Financial Services Staff	Supervisor of Student Financial Services	Director of Student Financial Services
Student Activities	Director of Student Life	Campus Director of Student Services	Campus Dean of Student Services
Students with Disabilities	Campus Director of ACCESS Services	Campus Director of Student Services	Campus Dean of Student Services
Testing	Campus Testing Director	Campus Director of Student Services	Campus Dean of Student Services
Transcripts	Manager of Transcript Services or Transcript Evaluations	Associate College Registrar	College Registrar
Virtual College	Director of Student Services, Virtual College	Director of Academic Services, Virtual College	Executive Director, Virtual College

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05/15/2018	
PRESIDENT	DATE