

University of West Florida Regulations
UWF/REG-3.011 Student Grievances.

(1) A grievance is defined as a complaint or dissatisfaction occurring when a student thinks that any condition at the University affecting him/her is unjust, inequitable, or creates unnecessary hardship. Such grievances include but are not limited to mistreatment by any University employee; discrimination; problems with student or academic services; and contested grades for courses, academic probation, suspension, or readmission actions, or other academic matters. Such grievances do not include matters which have been determined through procedures prescribed for the Student Conduct System.

(2) Exclusions – Excluded from this process are grievances concerning:

(a) Discrimination – grievances related to charges of discrimination due to race, sex, or handicap shall be directed to the Equal Opportunity Coordinator.

(b) Fees – grievances concerning the assessment or refund of tuition and fees shall be directed to the Fee Appeals Committee.

(c) Financial Aid – grievances related to financial aid shall be directed to the Financial Aid Appeals Committee.

(d) Parking and Traffic – grievances related to parking or traffic regulations shall be made to the designated police representative, and appeals to the Parking Violation Appeals Board.

(3) Students are afforded opportunity to bring complaints to the attention of University personnel with the assurance that a prompt and fair determination of grievances shall result by taking the following steps:

(a) Step 1 – requires oral discussion between the student and the person(s) alleged to have caused the grievance. The student should meet with the person(s) as soon as practical after becoming aware of the act or condition which is the basis for the grievance. If the student considers the response to this discussion to be unsatisfactory he/she should initiate the action outlined in Step 2.

(b) Step 2 – requires the student to submit a written petition within five (5) calendar days after receiving notification of the Step 1 decision to the immediate supervisor of the person(s) alleged to have caused the grievance.

1. The supervisor is empowered to take testimony, receive evidence, provide other affected persons the opportunity to submit written statements, and make or receive offers of settlement, stipulations, or adjustments.

2. The supervisor will render a written decision to the student within five (5) calendar days of the date the petition was filed or, if mutually agreed upon by both parties, within an extended period of time.

(c) Step 3 – any student who is not satisfied with the response after completing Steps 1 and 2 may present the grievance in written form to the appropriate Dean, or Vice President, within five (5) calendar days after receiving notification of Step 2 decision.

The Dean will refer grievance concerning academic misconduct to the Academic Standards Committee. The student shall be informed of the Step 3 decision within five (5) calendar days of the date the petition was filed or, if mutually agreed upon by both parties, within an extended period of time.

(4) Appeal – The President of the University or designee shall be the final appeal but only after the prescribed grievance process has been exhausted. The President or designee shall review the matter and decide what action, if any, should be taken.

(5) All petitions filed shall be adjudicated to finality even if the aggrieved is no longer a student at the time of the proceeding.

Specific Authority 240.227(1) FS. Law Implemented 760.01, 120.53(1)(c), 240.227(1) FS. History–New 10-1-75, Amended 10-24-79, 8-9-81, 8-30-83, Formerly 6C6-3.11, Amended 10-28-86.

History – Formerly FAC Rule 6C6-3.011 amended 10/28/86. Converted to UWF/REG 3.011-7/21/05.