



ROLLINS COLLEGE POLICY

| Title: Written Student Complaints | Type | Student Affairs |
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| No: SA 9001 | Approval Date: 5-20-2024 | |
| Responsible Office: VPSA | Reviewed By: VPAA Provost, 5-17-2024; VPSA, 5-17-2024; Approved By: President, 5-20-2024 | |
| Next Review: 2028-2029 | Revision No: 3, 5-20-2024; 2, 8-18-2020; 1, 12-2016. See Section VII this document for revision history. | |

I. Purpose/Introduction/Rationale

Rollins College’s mission is to educate “students for global citizenship and responsible leadership, empowering graduates to pursue meaningful lives and productive careers. We are committed to the liberal arts ethos and guided by its values and ideals. Our guiding principles are excellence, innovation, and community.” In keeping with the College’s mission, we value and welcome information and feedback from students that can improve the educational experience. This policy is designed to ensure that students from all schools of the College – College of Liberal Arts (CLA), Hamilton Holt School (Holt), and Crummer Graduate School of Business (Crummer) – and the Rollins community as a whole are informed of and have access to the appropriate procedures for addressing concerns, articulating grievances, or filing appeals of College policies.

Examples of written complaints include grade appeals, academic honor code violations, campus safety violations, discrimination and sexual harassment, decisions about athletic transfers, academic internships, disability services, financial aid, international programs, international student issues, and appeals of Wellness Center no-show fees. Written complaint and appeal instructions, processes, and procedures are published, disseminated, and outlined in the College’s online undergraduate, graduate, and evening catalogs, in student handbooks, and on the academic honor code, departmental/center/program webpages.

The College addresses student complaints at the department or unit level in a decentralized model. Students may raise complaints in a number of ways, depending on the area of concern, and may seek assistance from their faculty advisor, a professional advisor, staff in the Office of Student and Family Care, or the Dean of Students to determine the best route for addressing a particular concern. Students are encouraged to approach any concern by first discussing the issue with a member of the department or office involved, but must file formal complaints in writing following the policies and procedures that have been established by that department if further redress is required. Complaints or appeals addressed to the College’s senior leadership team, i.e., president or vice presidents, are directed to the appropriate units noted below for resolution and records retention.

II. Definitions

A complaint is a student’s concern that a policy or procedure of a unit or department has been incorrectly or unfairly applied in his/her particular case. A complaint may also be a formal charge against a person or person’s behavior. An official complaint is a *written statement* of the issue and concerns addressed to the appropriate department or office following the instructions provided by that department or office as outlined in Section III, Part C of this policy.

III. Procedure or Application

A. General Guidelines for Informal Resolution

In most cases, concerns can be resolved through informal processes that begin with the student and the department or unit involved by following the steps outlined below. Since the informal process deals with

complaints that are not considered formal written complaints, this policy does not apply. Students may choose, however, not to utilize the informal process and file a written formal complaint from the outset of their concerns.

1. Discuss the matter with the faculty or staff member in the department or office in which the issue originated.
2. If the issue is not resolved, next contact the department chair or administrative office supervisor to attempt a resolution.
3. If the issue still remains unresolved, next contact the appropriate dean's office or administrative assistant/associate vice president.

Note: A separate informal resolution process exists for written complaints of discrimination on the basis of sex, including sexual harassment, sexual assault, dating violence, domestic violence, stalking, and related misconduct, and the steps above do not apply to informal resolution of these complaints. See College Policy [KI 1026 Title IX Grievance Policy for Addressing Discrimination on the Basis of Sex, Including Sexual Harassment](#) and College Policy [KI 1014 Sexual and Gender-Based Harassment and Related Misconduct Policy](#) (click links to access) and page four of this document.

B. General Guidelines for Formal Complaints and Appeals of College Policies

If a student's concern remains unresolved after exhausting informal processes for resolution, the student may choose to file a written statement of his/her complaint to seek official documentation and resolution of the issue(s). The sections below describe procedures for written complaints and appeals to various departments and offices of the College. Procedures within each of these departments or offices are generally consistent with the following guidelines. Links to these offices are provided in the section that follows.

All departments and programs shall keep written logs and copies of all documents related to formal complaints received. Complaint logs shall note the nature of the complaint, the final resolution of the issue, and the date of resolution.

1. The student completes a written explanation of the concern or appeal to the appropriate office, as noted in Section C (below), following procedures described by that office.
2. The complaint must include the student's name and contact information, and a description of the circumstances, including the parties involved to date and the current status of the situation.
3. Student must refer to the department or office policies for submission, response timelines, and procedures. Department or office procedures will be followed in resolving formal complaints.

C. Specific Rollins College Departments/Offices to Which Complaints May be Addressed

Note: This list of departments is not exhaustive. Students are encouraged to consult with their faculty advisor, a professional advisor, staff in the Office of Student and Family Care, the Dean of Students, or other professional staff members in student affairs or academic affairs for assistance.

• Appeals of Academic Policies

Rollins has clearly defined policies regarding appeals of an academic nature. Policies are applicable to the College of Liberal Arts (CLA), the Hamilton Holt School (Holt), and Crummer Graduate School of Business (Crummer).

- **CLA and Holt Appeals of Academic Policies.** Undergraduate students who wish to submit a written complaint (appeal) regarding an academic policy first meet with an academic advisor and then an

appeals coordinator, who guide them through the appeals process. Students then submit their appeal to the Academic Appeals Committee via an online appeal form. If unresolved, a committee comprised of the associate dean of CLA, two faculty appointed by the CLA Curriculum Committee, and representatives from the Office of the Registrar, the CLA advising office, Holt advising office, Office of Student & Family Care review the appeal. Students receive written notification of the committee's decision.. Procedures for appeals of academic policies are published online in the [CLA Undergraduate Catalog](#), the [Holt Undergraduate Catalog](#), and the [Holt Graduate Catalog](#) (click links to access).

- **CLA Grade Appeals.** The CLA grade appeal process and procedures are outlined and published in the [CLA Undergraduate Catalog](#) (click link to access). Students wishing to appeal a grade consult first with the course instructor, if unresolved the appeal is then mediated by the appropriate academic department chair. If still unresolved, a committee comprised of the Dean of Students, CLA Faculty President, and chair of the faculty member's department consider whether to forward the written appeal to the CLA Curriculum Committee. This group must agree by two-thirds for a grade appeal to proceed to the CLA Curriculum Committee. If these conditions are met, the student may proceed with an appeal to the Curriculum Committee by submitting a letter describing the situation to the Dean of CLA.
- **Holt Undergraduate and Graduate Grade Appeals.** Holt undergraduate students wishing to appeal a grade consult first with the course instructor; if unresolved, the appropriate academic department chair then mediates the appeal. If still unresolved, the department chair may make a referral to the CLA Curriculum Committee for additional consideration. Procedures for Holt undergraduate grade appeals are published in the [Holt Undergraduate Catalog](#) (click link to access). Holt graduate students wishing to appeal a grade consult first with the course instructor. If unresolved, the appeal is then mediated by the appropriate Holt graduate program director, who may convene a faculty committee to hear the appeal. Procedures for Holt graduate grade appeals are published in the [Holt Graduate Catalog](#) (click link to access).
- **Crummer Grade Appeals.** Crummer students wishing to appeal a grade first contact the course instructor. If unresolved, students are advised to file a written grade appeal with the Crummer associate dean/chief operating officer. Written student complaint procedures for Crummer graduate students are outlined in the Crummer [Master's Student Handbook](#) and [Crummer Doctoral Student Handbook](#) (click links to access).
- **Academic Honor Code Appeals.** The College's Academic Honor Council investigates and adjudicates cases for CLA and Holt undergraduate students under provisions of the Rollins Honor Code. Crummer School students are referred to the Crummer Academic Integrity Policy contained in the master's and doctoral student handbooks. Students are advised to consult the appropriate policy for their program of enrollment for procedures (click links to access): [The Rollins Honor Code](#), Crummer [Master's Student Handbook](#), or [Crummer Doctoral Student Handbook](#).
- **Academic Internship Program Appeals.** Students file formal appeals of Academic Internship Program policies using the procedures for [CLA appeals of academic policies](#) (click link to access) provided in the online *CLA Undergraduate Catalogue*. Students seeking to appeal the final grade for an academic internship must follow the College's [process for submitting a grade appeal](#) (click link to access) as outlined in the online *CLA Undergraduate Catalogue*.
- **Community Standards and Responsibility Appeals.** The *Rollins Code of Community Standards* outlines guidelines including student rights, responsibilities, and appeal procedures. If, at the conclusion of a hearing process, a student is dissatisfied with the outcome of an administrative hearing, the student

can appeal the decision. All appeals must be submitted in writing to the Office of Community Standards and Responsibility (CSR). The appeals process and procedure are outlined in the [Code of Community Standards](#) and on the [CSR webpage](#) (*click links to access*).

- **Accessibility Services Appeals.** Students with disabilities have the right to file an appeal or complaint if they believe that they have been denied an accommodation or been subjected to discrimination within the College environment. All appeals must be made in writing and submitted to Accessibility Services within ten (10) business days of the original determination. It is the College's expectation that appeals will be written by the student. Accessibility Services submits all appeals to an appellate group for consideration. In some cases, the appellate group may choose to return the case to Accessibility Services for reconsideration. The student will be notified in a timely fashion of the appellate group determination. Decisions of the appellate group are final. Students who are dissatisfied with the determination of an accommodation request, may resubmit a written request to the Accommodation Advisory Committee for additional consideration and may further appeal to the Vice President for Student Affairs, who reviews appeals with the Vice President for Business and Finance and Treasurer. Students seeking to file a disability complaint must first consult the [Student Rights and Responsibilities Statement](#) (*click link to access*) located on the Office of Accessibility Services webpage. Additional information on grievances and appeals is posted on the [Accessibility Services Policies and Procedures webpage](#) (*click link to access*).
- **Discrimination, Grievance, and Title IX Complaints.** Rollins has written procedures and policies for students to file a sex-based discrimination grievance or sexual misconduct and harassment complaint against a faculty or staff member or another student. College Policy [KI 1026 Title IX Grievance Policy for Addressing Discrimination on the Basis of Sex, Including Sexual Harassment](#) and College Policy [KI 1014 Sexual and Gender-Based Harassment and Related Misconduct Policy](#) (*click links to access*) describes these procedures. The College's Title IX Director serves as Rollins' Title IX Coordinator; the Assistant Vice President for Human Resources and Risk Management serves as the ADA Compliance Officer and Deputy Title IX Coordinator; and the Director of Athletics serves as the Coordinator for Gender Equity in Athletics and Deputy Title IX Coordinator. The Title IX student complaint procedure is also published on the [College's Title IX webpage](#) and is referenced in the Rollins [Code of Community Standards](#) (*click links to access*). The procedure describes the time frame and requirements for filing a complaint and how the complaint will be handled, as well as the appeal process.

Written student complaints for other types of discrimination and harassment are addressed as follows: student on student concerns through the College's [Code of Community Standards](#) (*click link to access*) and employee on student concerns through Human Resources policy [HR 7440 Discrimination Grievance Procedure for Students' Reporting of Faculty or Staff](#) (*click link to access*).

- **Financial Aid Appeals.** The College's Office of Financial Aid [Consumer Information webpage](#) (*click link to access*) outlines rights and responsibilities of financial aid applicants and recipients regarding appealing financial aid decisions. Students may appeal financial aid decisions by submitting a written appeal to the Student Aid Appeals Committee (composed of financial aid staff) in care of the Office of Financial Aid. Students who do not meet various Federal, state, or College standards for Satisfactory Academic Progress (SAP) and become ineligible to receive financial aid may appeal for reinstatement through the SAP Committee, which consists of the financial aid staff and director. All student appeals must be submitted in writing. Appeal instructions and guidelines are described in the Rollins College Financial Aid [Satisfactory Academic Progress Appeal Instructions](#) (*click link to access*).
- **International Programs Appeals.** As stated on the [Office of International Programs \(OIP\) webpages](#) (*click link to access*), appeals of OIP policies must be made in writing to the Director of Global Initiatives. Appeals will be considered on a case-by-case basis and the director may request additional

information and/or request an interview with the student. All policy appeals must be addressed within one year of the original incident or action that prompts the complaint.

- **International Student and Scholar Services Appeals.** The Office of International Student and Scholar Services (OISSS) publishes written policies and procedures for students wishing to file a complaint or appeal a policy on the [MyRollins OISSS student portal](#) (*click link to access*). Students may file written complaints/appeals with the OISSS Director via email. The Director then considers the complaint/appeal and responds to the student in writing. All decisions of the director are final.
- **Parking Appeals.** The Rollins Office of Campus Safety has written policies, procedures and an online system for submitting appeals for parking citations. Appeals may be made using the online [Traffic Appeal Form](#) (*click link to access*) posted on the Campus Safety website or community members can visit the Campus Safety office to submit an appeal in writing.
- **Residential Life & Explorations Appeals.** The Office of Residential Life & Explorations (RLE) has written policies and procedures for students wishing to file a written appeal for exemption or exception to policies posted on the [RLE webpages](#) (*click link to access*). Appeals are submitted to the Assistant Dean of Students/Director of RLE and are reviewed by a committee of RLE staff. College Policy [SA 9005 Housing Accommodations](#) (*click link to access*), administered by RLE in collaboration with the Office of Accessibility Services, establishes guidelines for housing requests based on medical, psychological, or disability-related needs. Students who feel they have not been provided a reasonable housing accommodation are directed in College Policy SA 9005 to provide, in writing, the nature of the concern and any other relevant information to Accessibility Services. Accessibility Services submits all appeals to the appellate officer for consideration. In some cases, the appeal body may choose to return the case to Accessibility Services for reconsideration.
- **Student Accounts, Billing, and Fees Appeals.** Students wishing to appeal fees or other matters concerning their Rollins College student account must complete an [Appeal Form for Review of Student Charges](#) (*click link to access*) available from the Office of Student Account Services. The Fee Appeal Committee meets monthly to review cases to determine if proper College procedures have been followed, or if an exception is warranted.
- **Student-Athlete Appeals.** The Rollins College Department of Athletics has appeal processes for outcomes resulting from Student-Athlete Code of Conduct disciplinary actions, reduction or cancellation of athletics grants-in-aid, student-athlete transfer exceptions, and drug testing, all of which are outlined on the [Department of Athletics NCAA Compliance webpage](#) (*click link to access*). Appeal processes for Student-Athlete Code of Conduct and Grants-in-Aid follow the guidelines of the College's [Code of Community Standards](#) (*click link to access*) and the National Collegiate Athletics Association (NCAA) required financial aid appeals process. Student-athletes with discrimination or harassment complaints are directed to [KI 1026 Title IX Grievance Policy for Addressing Discrimination on the Basis of Sex, Including Sexual Harassment](#) and [College Policy KI 1014 Sexual and Gender-Based Harassment and Related Misconduct Policy](#) (*click links to access*).
- **Wellness Center.** Any student who believes they have received a no-show fee for scheduled Counseling and Psychological Services (CAPS) or Health Services appointments based on error or without cause may appeal. All appeals must be made within 14 calendar days of no-show fee assessment. Failure to submit an appeal within the 14 calendar days forfeits the student's right to appeal the fee. The appeals process is published on the [Wellness Center's MyRollins webpage](#) (*click link to access*) along with an [online appeal form](#) (*click link to access*). Students receive written notification of the decision within five to 10 business days via e-mail. Decisions of the Rollins College Wellness Center Appeals Committee and the Executive Director of Campus Health and Wellness are final and binding.

IV. Related Policies

See webpage links provided in Section III, Part C, above.

V. Appendices/Supplemental Materials

See webpage links provided in Section III, Part C, above.

VI. Effective Date

This policy is effective May 20, 2024, and supersedes all previously issued versions.

VII. Rationale for Revision

Rev. 3, 5-XX-2024: non-substantive updates, minor changes in CLA/Holt academic appeals process and consolidation of appeals committees, and addition of Wellness Center no-show fee appeal process.

Rev. 2, 8-18-2020: General updating of all links and referral information; alignment to August 2020 Title IX federal requirements.

Rev. 1, 4-27-2017: Updated for CLA governance and name changes.