



ROLLINS
POLICY

Title:	Written Student Complaints	Type: Student Affairs
No: SA 9001		Approval Date: May 12, 2014
Responsible Office: VPSA		Approved By: P&BC; Pres Staff, President
Next Review: 2019		Revision No: Updated 12-13-2016 for CLA governance and name change.

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 and the Rollins community are informed 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, and decisions about athletic transfers, academic internships, disability services, financial aid, international programs, and international student issues. Written complaint and appeal instructions, processes, and procedures are published, disseminated and outlined in the College’s undergraduate, graduate and evening catalogs as well as in student handbooks, the academic honor code website, and departmental 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 academic advisor, a Student Success Coach, 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.

II. Definition

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. Note that, 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.

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 an academic advisor, student success coach, 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), Crummer Graduate School of Business (Crummer), and the Hamilton Holt School (Holt).

- **CLA:** Students who wish to submit a written complaint in the undergraduate CLA first meet with an academic advisor who guides them through the appeals process and answers students' questions. Students then submit their appeal online. Procedures for appeals of academic policies are published in the online College Catalogue.
http://www.rollins.edu/catalogue/academic_regulations.html
<http://r-net.rollins.edu/as/dean-of-arts-sciences/advising-appeals.html>
- **Holt Undergraduate:** Disputes are considered through a process that involves the students' faculty member, department chair, students, and the Dean of the Holt School. Appeal procedures are published in the Rollins Evening Undergraduate Catalog.
<http://r-net.rollins.edu/holt/undergraduate/orientation.html>
- **Holt Graduate:** Disputes are considered through a process that involves the faculty member and the student. If not resolved, the student has the option of filing a grade appeal that is handled by the director of the program. The procedures are published in the Graduate Catalog. All other graduate student issues are considered by the director of the program and may be referred to the Dean and/or Vice President for Academic Affairs and Provost depending upon the nature of the complaint.
<http://r-net.rollins.edu/holt/catalogs/GraduateCatalog.pdf>
- **Crummer:** Written student complaint procedures are outlined in the master's and doctoral student handbooks published online.
<http://r-net.rollins.edu/mba/student-services-advising/masters-student-handbook.pdf>
<http://r-net.rollins.edu/mba/student-services-advising/edba-handbook.pdf>
- **Academic Honor Code Appeals:** The CLA and Holt Academic Honor Councils investigate and adjudicate alleged violations by undergraduate students under provisions of each school's Academic 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.
<http://r-net.rollins.edu/academichonorcode/appeals.html>
<http://www.rollins.edu/evening/about/academic-honor-code.html>
<http://r-net.rollins.edu/mba/student-services-advising/masters-student-handbook.pdf>
<http://r-net.rollins.edu/mba/student-services-advising/edba-handbook.pdf>
- **Academic Internship Program Appeals:** Students file formal appeals of Academic Internship Program policies using the procedures for the CLA Academic Appeals Committee. Students seeking to appeal the final grade for academic internship must follow the College's process for submitting a grade appeal as outlined by the College Catalogue under the section for Academic Regulations.
<http://r-net.rollins.edu/as/dean-of-arts-sciences/advising-appeals.html>
- **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 the hearing process, a student is dissatisfied with the outcome of a community hearing council, administrative, or administrative panel,

the student can appeal the decision. All appeals must be submitted in writing to the Office of Community Standards and Responsibility. The appeals process and procedure are outlined in the Student Code of Conduct.

<http://www.rollins.edu/csr/policies/code.html>

<http://www.rollins.edu/csr/resources/grievance-procedure.html>

<http://www.rollins.edu/csr/forms/appeal-form-updated.pdf>

- **Disability Services Appeals:** Students seeking to file a disability complaint must consult the Rights and Responsibilities Policy located on the Office of Student Success website.
<http://www.rollins.edu/student-success/disability-services/pdfs/student-rights-and-responsibilities.pdf>
- **Discrimination, Grievance, and Title IX Complaints:** Rollins has written procedures and policies for students to file a discrimination grievance or sexual misconduct and harassment complaint against a faculty or staff member or another student. The Assistant Vice President for Human Resource/Risk Management is the ADA Compliance officer and Title IX coordinator and the Dean of Students is the deputy Title IX coordinator. The Title IX Student complaint procedure is published in the Title IX website and in the Rollins Code of Community Standards and Responsibilities. The procedure describes the time frame and requirements for filing a complaint and how the complaint will be handled.
<http://www.rollins.edu/sexualmisconduct/policies.html>
<http://www.rollins.edu/sexualmisconduct/resolving-student-complaints.html>
<http://www.rollins.edu/sexualmisconduct/reporting-sexual-discrimination.html>
<http://www.rollins.edu/hr/policies/docs/communications/discrimination-grievance-policy-for-students.pdf>
<http://www.rollins.edu/csr/policies/code.html>
- **Financial Aid Appeals:** Students may appeal financial aid decisions by submitting a written appeal to the Student Aid Appeals Committee in care of the Office of Financial Aid. In addition, students who do not meet the Satisfactory Academic Progress (SAP) standards and become ineligible to receive financial aid may appeal in writing for reinstatement by the SAP Committee in care of the Office of Student Financial Aid.
http://www.rollins.edu/catalogue/student_financial_aid.html
<http://www.rollins.edu/finaid/documents/SAP-Appeal-Instructions.pdf>
- **International Programs Appeals:** Appeals of any Office of International Programs policy must be made in writing to the Director of International Programs. Appeals will be considered on a case-by-case basis and the Director of International Programs may request additional information and/or request an interview with the complainant. All policy appeals must be addressed within one year of the original incident or action that prompts the complaint.
<http://www.rollins.edu/int-programs/students/index.html>
- **International Student and Scholar Services Appeals.** Student written complaints related to the implementation of immigration policies may be submitted to the Office of International Student & Scholar Services.
<http://www.rollins.edu/int-students/legal-matters/appeals.html>

- **Parking Appeals:** The Rollins Office of Campus Safety has written policies, procedures and an online system for submitting appeals to parking citation. Appeals may be made using the online traffic appeal form posted on the Campus Safety website or community members can visit the Campus Safety office and submit the appeal in writing.
http://www.rollins.edu/safety/parking/traffic_appeal.html
- **Residential Life Appeals:** The Office of Residential Life has written policies and procedures for students wishing to file an appeal for exemption or exception to a Residential Life policy. The Associate Director will review each appeal on a case-by-case basis and will consult with other departments as appropriate (e.g. Financial Aid, Disability Services, Counseling and Psychological Services, etc.).
<http://www.rollins.edu/reslife/housing/ResLifeAppealProcess.pdf>
- **Student Accounts, Billing, and Fees Appeals.** Students wishing to appeal fees or other matters concerning their student account must complete the Application for Appeal of Student Charges, available on the Bursar's Office website.
<http://www.rollins.edu/bursar/policies.html>
<http://www.rollins.edu/bursar/forms/index.html>
- **Student-Athlete Appeals:** The Rollins Athletics department has an appeals process that addresses concerns of student athletes including, but not limited to, National Collegiate Athletic Association (NCAA) eligibility and transfer to other institutions.
<http://www.rollinssports.com>
http://www.rollinssports.com/ViewArticle.dbml?ATCLID=1549375&DB_OEM_ID=19500

IV. Related Policies or Applicable Publications

See listings of department contacts provided in Section III, Part C, above.

V. Appendices/Supplemental Materials

Not applicable.

VI. Rationale for Revision

12-13-2016: Changes to College of Liberal Arts (CLA) name governance structure and name change.