

# RULE

<b>Subject</b>	<b>Student Complaint/Conflict Resolution</b>	<b>Number:</b> 6HX14-4.14
<b>Authority</b>	F.S. 1000.05, 1001.64, 1001.65, 1006.50, 1006.51	<b>Date:</b> 11/19/2013
<b>History</b>	6/14/95, 4/18/01, 2/18/04, 6/24/09	
<b>Source</b>	Vice President, Student Affairs	

State College of Florida, Manatee – Sarasota (“SCF”) provides students an appropriate means to resolve conflicts or complaints concerning College rules, procedures, and/or course policies at the lowest possible level.

This rule is to be utilized as a guide to the appropriate Procedure to obtain resolution to a conflict/complaint brought forth by a student. Complaints may be brought to the attention of faculty and management with the assurance that they will be considered in a fair and equitable manner. The procedures described herein provide an informal and formal, non-adversarial, in-house means of addressing conflicts and/or complaints.

A student may request Due Process in such instances where the student perceives an inequity concerning his or her academic standing, or where his or her academic rights and/or freedoms have been violated, or where the academic/administrative regulations of the College are believed to have been inappropriately interpreted or applied.

SCF does not discriminate on the basis of race, color, religion, national origin, gender, sexual orientation, disability, age, genetic information, marital or veteran status in any of its educational programs, services or activities, including admission and employment. Perceived discrimination based on any of these protected classes may be the basis for a complaint.

## Definitions:

The terms “conflict” or “complaint” for purposes of this process, refer to an allegation made by a student when they perceive an inequity concerning their academic standing, or that their rights and/or freedoms have been violated, or that the academic/administrative regulations of the College are believed to have been inappropriately interpreted or applied. The following Procedures and/or Rules should be utilized in resolving conflicts or complaints.

### 1. Student Complaint/Conflict

#### a. Due Process Procedures

1. SCF Procedure # 4.14.01 – Student Request for Conflict Resolution as Related to Academic Matters
2. SCF Procedure # 4.14.02 – Student Request for Conflict Resolution as Related to Administrative Policies

#### b. Discrimination or Harassment

1. SCF Rule # 6HX14-1.33 - Violence or Threats in the Workplace; and
2. SCF Rule # 6HX14.2.44 – Harassment and Discrimination
3. SCF Procedure # 2.44.01 - Prohibited Harassment and Nondiscrimination

For guidance on how to proceed with the resolution of a conflict, students should seek the advice of a student services advisor who acts in the capacity of student advocate for complaint/conflict resolution matters.

### 2. Investigations

The proceedings of investigations of conflicts and complaints are confidential and shall not be divulged to unauthorized persons. Records shall be considered confidential and shall be kept under adequate security.