

## To Whom Do Faculty, Staff, or Students Address Complaints/Grievances?

**Faculty and staff who have questions about to whom to address a complaint/grievance may contact** Katherine Pawlak, Director of Human Resources, [kpawlak@flsouthern.edu](mailto:kpawlak@flsouthern.edu), (863) 680-3964.

**Students who have questions about to whom to address a complaint/grievance may contact** Dr. Amanda Blount, Assistant Dean of Accountability, Education, and Compliance, [ablount@flsouthern.edu](mailto:ablount@flsouthern.edu) (863) 680-6221.

**Please see the [Student Handbook](#) or [Academic Catalogue](#) for detailed explanations of making the following grievances/complaints:**

Academic Problems (excluding grades and Honor Code): Appropriate Academic Vice President, Dean or designee

Mistreatment (excluding harassment/discrimination [including Title IX] and disability-related treatment under ADA/AAA- please see below)

- Academic: Appropriate Academic Vice President, Dean, or designee
- Non-Academic: Dean of Student Development Mike Crawford

Financial Aid: Director of Financial Aid Bill Healy

Wrongful Assessment of Fees: Business Office, Director of Student Accounts Suzanne Aycock

Records & Registration Errors: Registrar Lindsay Thibodaux

Interim/Voluntary/Involuntary Withdrawals: Dean of Student Success Shari Szabo

Suspension: Appropriate Academic Dean

**To whom to talk for guidance with these other complaint/grievance policies & procedures:**

Honor Code

If a faculty member imposes a penalty based on an identified Honor Code violation as opposed to forwarding a report to her/his Dean, the student may appeal this faculty instructor's decision to the Honor Code Infraction Review Board (HCIRB).

When the HCIRB serves not in its appellate role but conducts a hearing and makes a ruling on a reported Honor Code violation, the student may appeal the HCIRB decision to the Provost or a designated committee.

## Grades

- Faculty instructor, then
- Appropriate Academic Vice President, Dean or designee, then
- Provost Dr. Brad Hollingshead or a designated committee.

## \*Student Accountability

May vary. The next-highest supervisor above the person hearing the case hears the appeal.

## \*Title IX

Assistant Dean of Accountability, Education, and Compliance Amanda Blount

## \*ADAAA

ADAAA Compliance Officer Associate Vice President for Student Support Dr. Marcie Pospichal

## \*FERPA

FERPA Compliance Officer Associate Vice President for Student Support Dr. Marcie Pospichal

## \*Anti-Discrimination/Anti-Harassment

- Concerns by Student Employees (found in *Employee Handbook*)
  - Seek to resolve with the person who prompted the complaint, then
  - Your immediate supervisor or next-highest supervisor, then
  - Director of Human Resources Katherine Pawlak, then
  - Vice President for Finance & Administration Terry Dennis.

***\*Grievance/Appeal Policies & Procedures also on web site under "Disclosures" or on web sites dedicated to this topic***