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, (863) 680-3964.

Students who have questions about to whom to address a complaint/grievance may contact Dr. Marcie Pospichal, Associate Vice President for Student Support, mpospichal@flsouthern.edu, (863) 680-4197.

Please see the 2016-2017 Student Handbook or 2016-2017 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 ADAAA- please see below)

   Academic: Appropriate Academic Vice President, Dean, or designee

   Non-Academic: Dean of Student Development Bill Langston

Financial Aid: Director of Financial Aid Bill Healy

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

Records & Registration Errors: Registrar Sally Thissen

Interim/Voluntary/Involuntary Withdrawals: Dean of Student Support Dr. Susan Freeman

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 Kyle Fedler or a designated committee.

Grades

   Faculty instructor, then

   Appropriate Academic Vice President, Dean or designee, then
Provost Dr. Kyle Fedler or a designated committee.

*Student Accountability

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

*TIX

Director of Education and Compliance Amanda Blount

*ADAAA

ADAAA Compliance Officer Dr. Marcie Pospichal

*FERPA

FERPA Compliance Officer Dr. Marcie Pospichal

*Anti-Discrimination/Anti-Harassment

Concerns by Student Employees (found in “Standard” Employee Handbook, not Student 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