

## 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, AVP of Operations and 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** Rick Gebauer, Director of Student Conduct, [rgebauer@flsouthern.edu](mailto:rgebauer@flsouthern.edu) (863) 680-6216.

**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/AA- please see below)
  - Academic: Appropriate Academic Vice President, Dean, or designee
  - Non-Academic: Mike Crawford, Dean of Students
- Financial Aid: Bill Langston, Director of Financial Aid
- Wrongful Assessment of Fees: Jackie Myers, Director of the Business Office (Student Accounts)
- Records & Registration Errors: Lindsay Thibodaux, Registrar
- Interim/Voluntary/Involuntary Withdrawals: Mike Crawford, Dean of Students
- 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
  - Dr. Tracey Tedder, Provost, or a designated committee.
- \*Student Accountability
  - May vary. The next-highest supervisor above the person hearing the case hears the appeal.
- \*Title IX
  - Rick Gebauer, Director of Student Conduct
- \*ADAAA
  - Dr. Sandy Calvert, Assistant Dean of Student Disability Services
- \*FERPA
  - Lindsay Thibodaux, Registrar
- \*Discrimination and Harassment Including Sexual Harassment (Title IX)
  - Concerns by Faculty and Staff (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.
- Concerns by Students (found in *Employee Handbook*)
  - Seek to resolve with the person who prompted the complaint, then
  - Director of Student Conduct, Rick Gebauer

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