




April 15, 2013

## MEMORANDUM

**TO:** District Board of Trustees  
**FROM:** Jim Murdaugh, President   
**SUBJECT:** New College Policy for Student Complaints, Appeals and Grade Disputes

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### Item Description

This item requests Board approval for Policy 10-08 - Student Complaints, Appeals and Grade Disputes.

### Overview and Background

The College brings forth a request to add Policy 10-08 - Student Complaints, Appeals and Grade Disputes.

### Past Actions by the Board

The Board has taken no previous action on proposed Policy 10-08.

### Funding/Financial Implications

None

### Staff Resource

Sally Search

### Recommended Action

Approve College Policy 10-08

**TALLAHASSEE COMMUNITY COLLEGE  
DISTRICT BOARD OF TRUSTEES  
P O L I C Y**

<b>TITLE:</b> Student Complaints, Appeals and Grade Disputes	<b>NUMBER:</b> 10-08
<b>AUTHORITY:</b> Florida Statute: 1001.64; 1001.65 Florida Administrative Code: 6A-14. 0301, 0541	<b>SEE ALSO:</b> 10-13
<b>DATE ADOPTED:</b> 04/15/13	

Complaints usually arise from some form of miscommunication, and the College will first try to resolve the problem through good faith discussion between concerned parties. If the problem cannot be resolved, the student may lodge a formal written complaint. The College has clear and transparent procedures whereby these written complaints are addressed. No student will ever face retaliation for filing a complaint. Matters of equal opportunity, sexual misconduct and harassment shall be addressed through Policy 10-13.

#### **A. Student Complaint**

A student complaint is based upon a claim that a policy or procedure was not followed or was not applied equitably. If a resolution to the complaint is not achieved through good faith discussion, the student may submit a detailed written statement of complaint to the appropriate supervisor. If the complaint cannot be resolved at the supervisor level, the complaint should be submitted to the administrator at the next level. If a complaint reaches the executive level, the decision of the executive team member shall be final.

#### **B. Student Appeals**

An appeal is a request for an exception to a policy or procedure. An appeal does not constitute a student complaint unless it meets the criteria in section A. Appeals must be submitted in writing.

The vice president for student affairs, or other appropriate executive team member, is responsible for developing the procedure for appeals concerning TCC policies and procedures appropriate to the area of responsibility and in accordance with Florida law.

### **C. Grade Disputes**

A grade dispute is a claim levied by a student who believes that his or her course grade is incorrect. A grade dispute does not constitute a student complaint unless it meets the criteria in section A.

All grade disputes must be initiated within one year after the disputed grade was awarded. It is the responsibility of the student to establish the grounds for a change in grade.

If a resolution to the grade dispute is not achieved through good faith discussion, the student may submit a detailed written statement to the appropriate supervisor. If the dispute cannot be resolved at the supervisor level, the dispute should be submitted to the administrator at the next level. If a grade dispute reaches the executive level, the decision of the executive team member shall be final.

The vice president for academic affairs is responsible for developing procedures for grade disputes regarding developmental and credit courses. Senior administrators of the Florida Public Safety Institute and the Division of Workforce Development shall develop procedures for courses offered through those divisions.

### **D. Approval and Distribution of Processes**

The members of the executive team are responsible for developing procedures appropriate to the area of responsibility and in accordance with Florida law for student complaints, appeals and grade disputes.

All procedures shall be reviewed and approved initially and periodically thereafter by the president or designee. Copies of all procedures shall be filed with the president or designee and will be published in the catalog, appropriate student handbook and on the College web site.