

MANUAL OF PROCEDURE

PROCEDURE NUMBER: 4032

Page 1 of 4

PROCEDURE TITLE: Student Complaints

STATUTORY REFERENCE: FLORIDA STATUTES

BASED ON POLICY: IV-8 Student Complaints Policy of Miami Dade College

EFFECTIVE DATE: February 11, 2014

LAST REVISION DATE: October 27, 2023

LAST REVIEW DATE: ~~October 27, 2023~~; February 12, 2024

I. PURPOSE

To provide a process by which Miami Dade College (MDC or College) addresses students' complaints, concerns, and issues in an expeditious, fair, and timely manner.

II. PROCEDURE

It is the policy of the College to provide an effective and acceptable means for a student to bring problems or complaints to the attention of the institution for review and resolution. Prospective or enrolled students may voice a complaint about a College rule/regulation, procedure, or experience. The complaint may also be raised by a group of students or the student government association.

As a first step, students are encouraged to discuss their concerns directly with the individual involved. If the student feels uncomfortable in directly discussing his/her concern with the involved student, faculty, or staff, or thinks that the concern was not handled appropriately, then the student may discuss his/her concerns with the appropriate supervisor chain as listed in the table below. All students are encouraged to work through the internal complaint and appeal processes at Miami Dade College. If the complaint cannot be resolved at the levels listed in the table below, the student may then elevate his/her complaint to the senior executive level of the campus and/or College. Additionally, MDC has a student ombudsman that serves as the initial point of contact for students who have concerns, complaints, or issues related to College processes, policies, and procedures. The ombudsman listens to student concerns; directs students to the appropriate MDC office, policies, and procedures; and, if requested, assists students in completing the forms required to obtain a resolution. The student ombudsman has the authority to investigate issues and arrange meetings among the involved parties in order to reach a resolution. MDC has designated the student ombudsman as the Assistant Dean of Student Services or designee at each campus.

Students must first voice their complaint to the front-line staff and/or their supervisors. If the complaint cannot be resolved at that level, then supervisors will communicate it to the next leadership level and notify the student(s). Students are expected to follow this chain of command

within the complaint process and not elevate their complaint to senior executive level of the College. Students who are unable to resolve their concerns/issues with the front-line staff and/or their supervisors may file a complaint in writing to the appropriate division head as listed in the table of this procedure. If the complaint is against a first or second-level individual in the chain of command, the student should present the concern to the next level. Students may also submit a complaint at any time using the [MDC Student Complaint Form](#).

If a student believes that his/her complaint has not been addressed satisfactorily by the College and the student has fully exhausted the complaint or grievance procedures at the College, then they may complete the applicable state grievance procedures by contacting the Florida Department of Education Florida College System. For additional information, visit: [State Authorization Reciprocity Agreement \(FL-SARA\)](#).

Concerns in Online Classes

As a first step, students are encouraged to discuss their concerns directly with the online faculty. If that is not satisfactory, the student must follow the MDC online supervisory chain of command as listed below.

Distance Learning Complaint Process for Out-of-State Students

If an out-of-state student taking online courses via MDC Online believes that his/her complaint still has not been addressed satisfactorily by the College and has fully exhausted the complaint or grievance procedure at the College, then he/she must complete the applicable state grievance procedure by contacting the Florida Department of Education Florida College System. For additional information, visit the [Concerns and Complaint Process](#). If the student feels his/her complaint has not been addressed satisfactorily by the Florida Department of Education Florida College System, then he/she may appeal the non-instructional complaints to the FL-SARA Council via the SARA Portal Entity in FL within two years of the incident. For additional information, visit: [NC-SARA Institution Directory](#). <https://www.fldoe.org/sara/complaint-process.shtml>

Other Procedures Addressing Student Appeals and Complaints

MDC has various procedures for receiving and addressing formal written student complaints. The following procedures apply to all students and are posted on the College's Web site:

[Student's Rights and Responsibilities Webpage](#)

[MDC Procedure 1665 Discrimination and Harassment Grievance](#)

[Process MDC Procedure 4009 Student Rights and Responsibilities](#)

[MDC Procedure 4015 Guidelines for Appeal of the Standards of Academic](#)

[Progress MDC Procedure 4018 Student Petitions Process](#)

[MDC Procedure 4030 Student Disciplinary Procedures](#)

[MDC Procedure 4040 Organization and Administration of Student Financial Aid](#)

[Programs MDC Procedure 4055 Services Provided for Students with Disabilities](#)

[MDC Procedure 4075 Communication between Students, Faculty, and](#)

[Administration MDC Procedure 8301 Student Appeal of Grades](#)

[Florida Residency Classification for Tuition Purposes Appeal Procedure](#)


Each Campus Dean of Student Services Office maintains a log of formal written student complaints.

*Responsibility for Addressing Student Complaints by Area:

| Area of Concern | First-Level Response | Next-Level Response | Final-Level Response |
|--|--|---|---|
| Admissions | Admissions & Registration Specialist | Campus Director of Admissions and Registration | College Registrar |
| Advisement/ Career Services | Director of Advisement and Career Services | Campus Director of Student Services | Campus Dean of Student Services |
| Bookstore | Bookstore Manager | Bookstore Director | Regional Bookstore Director |
| Discrimination/ Harassment | Campus Dean of Student Services | Director, Office of Equal Opportunity Programs/ADA/Title IX Coordinator | Campus Dean of Student Services or Academic Dean (depending on the nature of the complaint) |
| Faculty/Instructors | Department Chairperson | Faculty Dean | Campus President |
| Financial Aid | Financial Aid Advisor | Campus Director of Financial Aid | Associate Vice Provost College Financial Aid |
| Florida Residency for Tuition Purposes | Admissions & Registration Specialist | Campus Director of Admissions & Registration | Florida Residency for Tuition Purposes Appeal Committee |
| Grade(s) | Faculty/Instructor | Department Chairperson | Faculty Dean |
| Graduation | Director of Advisement and Career Services | Campus Director of Student Services | Campus Dean of Student Services |
| Library | Library Supervisor | Campus Director of Learning Resources | College Director of Learning Resources |
| MDC Online | Director of Student Services, MDC Online | Director of Academic Services, MDC Online | Vice Provost, Academic Learning Technology |
| Parking | Public Safety Officer | Campus Chief of Public Safety | Campus Director of Administration |
| Petitions | Campus Assistant Dean of Student Services | Campus Dean of Student Services | Campus President |
| Public Safety | Public Safety Officer | Campus Chief of Public Safety | Campus Director of Administration |
| Refunds | Campus Assistant Dean of Student Services | Campus Dean of Student Services | Campus President |
| Registration | Admissions & Registration Specialist | Campus Director of Admissions and Registration | College Registrar |

| Area of Concern | First-Level Response | Next-Level Response | Final-Level Response |
|----------------------------|--|--|--|
| Student Financial Accounts | Student Financial Services Staff | Supervisor of Student Financial Services | Director of Student Financial Services |
| Student Activities | Director of Student Life | Campus Dean of Student Services | Campus President |
| Students with Disabilities | Campus Director of ACCESS Services | Campus Director of Student Services | Campus Dean of Student Services |
| Transcripts | Manager, Transcript Services or Transcript Evaluations | Associate College Registrar | College Registrar |

*If the complaint is against a first or second-level individual in the chain of command, the student should present the concern to the next level.

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|--|-------------|
|  | 02/12/2024 |
| PRESIDENT | DATE |