

# MANUAL OF PROCEDURE

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**PROCEDURE NUMBER:** 4032

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**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. Students will 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: [Florida Department of Education](#).

### **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: [State Authorization Reciprocity Agreement \(FL-SARA\)](#).

### **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:

<b>Area of Concern</b>	<b>First-Level Response</b>	<b>Next-Level Response</b>	<b>Final-Level Response</b>
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.

	02/12/2024
<b>PRESIDENT</b>	<b>DATE</b>