

**THE UNIVERSITY OF WEST FLORIDA  
NOTICE OF PROPOSED REGULATION AMENDMENT**

**REGULATION TITLE: UWF/REG- 3.011 STUDENT GRIEVANCES**

**SUMMARY:** The proposed amendment will narrow the purposes for which student grievances will be appropriate. It refers students to separate processes for grade appeals and other appeal mechanisms. In addition, this amendment clarifies that the student grievance process shall only be used where no other direct procedure to challenge a decision is available.

**AUTHORITY:** BOG Regulation 1.001 (3)(j)

**NAME OF UNIVERSITY OFFICIAL INITIATING PROPOSED REGULATION AMENDMENT:** Dr. Kevin Bailey, Vice President, Student Affairs.

**THE PERSON TO BE CONTACTED REGARDING THE PROPOSED REGULATION IS:** Anita Schonberger, Deputy General Counsel, [aschonberger@uwf.edu](mailto:aschonberger@uwf.edu), Phone (850) 474-3420; FAX (850) 474-2203; Bld. 10/Rm 122; 11000 University Parkway; Pensacola, FL 32514-5750. Any comments regarding the proposed regulation amendment must be sent in writing to the contact person on or before July 12, 2012 to receive full consideration.

**THE DATE THIS NOTICE WAS POSTED ON THE UWF BOARD OF TRUSTEES WEBSITE: June 26, 2012; THIS NOTICE WAS ALSO POSTED ON ARGUS TODAY ON June 28, 2012.**

**THE FULL TEXT OF THE PROPOSED AMENDMENT TO THIS REGULATION IS SET FORTH BELOW:**

**University of West Florida Regulations**

**UWF/REG-3.011 STUDENT APPEALS, COMPLAINTS, AND GRIEVANCES**

- (1) Students may address concerns through various procedures provided at UWF. Students who are dissatisfied with a University decision regarding fees, grades, financial aid, parking fines and other issues, may appeal those decisions through the specific appeal processes corresponding to those decisions. For more information and details on the appeal procedures for University decisions see <http://www.uwf.edu/appeals/>.
  - a. Students may seek assistance in navigating appeal processes from the SGA advocate or the Student Ombudsman at <http://uwf.edu/deanofstudents/ombudsperson.cfm>.

- (2) Students who believe that the conduct of individual University employees or collective departments or services is unjust, inequitable, or creates an unnecessary hardship, or who believe that a policy has been misapplied to them may seek
  - a. assistance from the Student Ombudsman or the Dean of Students office,
  - b. redress by filing a student grievance, as long as there is no other existing appeal process for that set of conditions.
- (3) Students who believe they have been subject to unlawful discrimination may, and are encouraged to, report this information to any of the following persons: their immediate supervisor, any vice president, the Associate Vice President or Director for Human Resources, the coordinator for Equal Opportunity, the Dean of Students, the Director of Housing and Residence Life, or any member of the office of the General Counsel.
- (4) Students who believe they have been wronged by other students should seek guidance from the Dean of Students Office.

*History- New 10-1-75, Amended 10-24-79, 8-9-81, 8-30-83, Formerly 6C6-3.11, Amended 10-28-86, amended 10/28/86, Converted to UWF/REG 3.011- 7/21/05, Amended 9/23/11, \_\_\_\_\_.*

## **University of West Florida Regulations**

### **~~UWF/REG 3.011 Student Grievances.~~**

- ~~(1) A grievance is defined as a complaint or dissatisfaction occurring when a student thinks that any condition at the University affecting him/her is unjust, inequitable, or creates unnecessary hardship. Such grievances include but are not limited to mistreatment by any University employee; discrimination; problems with student or academic services; and contested grades for courses, academic probation, suspension, or readmission actions, or other academic matters. Such grievances do not include matters which have been determined through procedures prescribed for the Student Conduct System.~~
- ~~(2) Exclusions — Excluded from this process are grievances concerning:
  - (a) Discrimination — grievances related to charges of discrimination due to race, sex, or handicap shall be directed to the Equal Opportunity Coordinator.
  - (b) Fees — grievances concerning the assessment or refund of tuition and fees shall be directed to the Fee Appeals Committee.
  - (c) Financial Aid — grievances related to financial aid shall be directed to the Financial Aid Appeals Committee.
  - (d) Parking and Traffic — grievances related to parking or traffic regulations shall be made to the designated police representative, and appeals to the Parking Violation Appeals Board.~~
- ~~(3) Students are afforded opportunity to bring complaints to the attention of University personnel with the assurance that a prompt and fair determination of grievances shall result by taking the following steps:
  - (a) Step 1 — requires oral discussion between the student and the person(s) alleged to have caused the grievance. The student should meet with the person(s) as soon as practical after~~

becoming aware of the act or condition which is the basis for the grievance. If the student considers the response to this discussion to be unsatisfactory he/she should initiate the action outlined in Step 2.

~~(b) Step 2 — requires the student to submit a written petition within five (5) calendar days after receiving notification of the Step 1 decision to the immediate supervisor of the person(s) alleged to have caused the grievance.~~

~~1. The supervisor is empowered to take testimony, receive evidence, provide other affected persons the opportunity to submit written statements, and make or receive offers of settlement, stipulations, or adjustments.~~

~~2. The supervisor will render a written decision to the student within five (5) calendar days of the date the petition was filed or, if mutually agreed upon by both parties, within an extended period of time.~~

~~(c) Step 3 — any student who is not satisfied with the response after completing Steps 1 and 2 may present the grievance in written form to the appropriate Dean, or Vice President, within five (5) calendar days after receiving notification of Step 2 decision.~~

~~The Dean will refer grievance concerning academic misconduct to the Academic Standards Committee. The student shall be informed of the Step 3 decision within five (5) calendar days of the date the petition was filed or, if mutually agreed upon by both parties, within an extended period of time.~~

~~(4) Appeal — The President of the University or designee shall be the final appeal but only after the prescribed grievance process has been exhausted. The President or designee shall review the matter and decide what action, if any, should be taken.~~

~~(5) All petitions filed shall be adjudicated to finality even if the aggrieved is no longer a student at the time of the proceeding.~~