

A. Student Grievance Procedure

1. General

- a. The intent of this rule is to provide a procedure whereby student grievances are processed promptly and resolved fairly. Students shall be given adequate opportunity to bring complaints to the attention of the University with the assurance that the proper University officials will promptly investigate the facts of the case and evaluate these facts in an objective manner.
- b. Student problems should be resolved, wherever possible, before the filing of a formal written grievance, and open communication is encouraged so that resorting to formal grievance procedures will not be necessary. Informal resolution of grievances may be continued throughout the process.
- c. Time limits contained in this rule may be extended by mutual agreement of the parties. Upon failure by the University or its representatives to provide a decision within the time limits provided in this rule or any extension thereof, the grievant may appeal to the next appropriate step. Upon failure of the grievant or counsel to finalize an appeal, or take prescribed action, within the time limits provided in this rule, the grievance shall be deemed to have been resolved at the prior step.

2. Exclusions

Grievances pertaining to the following matters shall not be processed under this rule:

- a. Disciplinary actions taken or academic sanctions imposed under UCF conduct rules;
- b. The professional judgment exercised by an instructor in assigning a grade;
- c. Undergraduate program requirements of departments, schools, or colleges;
- d. Graduate program actions or decisions by a faculty member, program or college, including termination from an academic program;
- e. Traffic and Parking Violations;
- f. Professional judgment of licensed practitioners in health-related professions;
or
- g. Arrest or prosecution for criminal activity.

3. Definitions

- a. "Day" means a calendar day. When any deadline incorporated in this procedure falls on a holiday recognized by the university or on a Saturday or Sunday, the document or action due on that deadline shall be considered timely if done by the close of business on the following business day.
- b. "Grievance" means a dispute or request for redress of the interpretation or application of a rule, regulation, or procedure of the University or the Board of Trustees.

- c. "Grievant" means any enrolled or admitted student who presents a grievance under this rule.
 - d. "Respondent" means the UCF faculty or staff member who (or, if no individual may be identified, the UCF department which) is alleged to have caused the grievance by identifiable act(s) or omission(s).
4. Informal Resolution of Student Grievances
- a. It is the University's policy to encourage the informal resolution of grievances directly between the student and the respondent. If this cannot be accomplished, the student is encouraged to continue informal resolution by presenting the problem orally through appropriate administrative channels up to, but not including, the office of the vice president in whose area the respondent is employed.
 - b. Upon request, the Director of the OSRR will inform the student as to the administrative channels to be followed in an attempt to secure informal resolution.
5. Formal Resolution of Grievances
- a. If informal resolution attempts do not succeed, the student may present the grievance in writing in the form indicated in (2) below. This written grievance shall be mailed or delivered to the clerk of the University (University General Counsel's Office) no later than 25 days following the date on which the alleged act or omission causing the grievance occurred; or not later than 25 days from the date the student acquired knowledge, or could be reasonably expected to have acquired knowledge, of the alleged act or omission unless the time limit has been extended by mutual agreement.
 - b. A formal grievance shall be presented in this [format](#).
 - c. Upon receipt of a formal student grievance, the clerk of the University will review the grievance to determine whether or not action under this rule is appropriate or is excluded under the provisions of paragraph 2 above. If action under this rule is appropriate, the clerk of the University will notify the student of receipt of the grievance. If action under this rule is not appropriate, the clerk will inform the student that proceedings under this rule are not appropriate and that the grievance is not accepted for action. Regardless of the disposition, such notice will be mailed to the student within seven (7) days after the clerk's receipt of the written grievance.
 - d. Within twenty-one (21) days of receipt of notification of the grievance, the respondent (or in case of absence of an individual respondent, the respondent's supervisor) shall prepare a written response to the allegation(s) made by the student and shall furnish copies of this response to the grievant and the clerk of the University.

- e. If the grievant is not satisfied with the written response, he or she may present the grievance in writing to the next level supervisor within ten (10) days of receipt of the response. The grievant may attach or provide any evidence he or she feels is relevant to the grievance at this step. The next level supervisor or designee should conduct an informal investigation as warranted to solve any factual disputes. The supervisor or designee may also take testimony, receive evidence, and provide other affected persons the opportunity to submit written statements and make or receive offers of settlement, stipulations and adjustments.
- f. The supervisor or designee shall prepare a written response to the grievant within fourteen (14) days from the date the supervisor received the written grievance. The supervisor or designee's response should inform the student of the right to seek review by the appropriate Vice President.
- g. Grievance Appeal
 - i. Any grievant who is not satisfied with the disposition provided by the respondent's supervisor, may present the grievance in writing, together with the supervisor or designee's written response to the grievance, within ten (10) days of receipt thereof to the appropriate Vice President. The grievant may include or discuss evidence relevant to the grievance but should not present new information or evidence at this stage.
 - ii. The Vice President's action will be limited to a review of the basis for the supervisor or designee's disposition and will not involve a de novo factual investigation.
 - iii. Notwithstanding the above, the Vice President may, but is not required to, direct that further facts be gathered or that additional remedial action be taken.
 - iv. The Vice President shall inform the grievant of his or her decision in writing within fourteen (14) days of receipt of the appeal. The Vice President's action shall constitute final agency action.