
TITLE: STUDENT GRIEVANCE PROCEDURE

NUMBER: PRO 4-14

REFERENCE: F.S. 1001.64; 1006.60 Board Rule 4.16; 4:17; 4:18

PAGE: 1 OF 4

Lake-Sumter State College (LSSC), through its District Board of Trustees and the College President, is committed to ensuring that all individuals, including students, receive access to fair, equitable and timely grievance processes without retaliation. The purpose of this procedure is to resolve complaints and grievances regarding decisions or actions that were made by employees or agents of Lake- Sumter State College. The intent of this procedure is the resolution of complaints and grievances at the lowest level possible.

The following references are provided to address complaints not covered by the procedures below:

1. Student grade appeals are to be resolved according to LSSC Procedure 3-07.
 2. Discrimination complaints are to be addressed according to LSSC Procedure 2-07.
 3. Students may appeal for tuition refunds according to LSSC Procedure 4-07.
-
1. Appeal: A formal written request for reconsideration of an application of a rule or procedure due to serious circumstances beyond the student's control.
 - 2.

1. Students should use all available informal means to have decisions reconsidered before filing a complaint or grievance.
2. No retaliation of any

11. The grievant will be notified of the final decision via LakeHawk email within ten business days of the conclusion of the hearing. The decision of the Vice President of Enrollment & Student Affairs, or their designee, is final and no further appeals can be made.

1. The Vice President of Enrollment & Student Affairs shall obtain and make available to all involved parties all pertinent documentation in the possession of the College within (5) business days prior to the scheduled hearing date.
2. The Vice President of Enrollment & Student Affairs will be responsible for maintaining all records of the appeal.
3. The records for each grievance will be maintained for a period of four years after the final decision has been rendered.
4. All original documentation, including paper and electronic records related to the grievance, shall be maintained in the designated grievance file by the Vice President of Enrollment & Student Affairs and may be released only in accordance with the requirements of Florida law.

New: 11/06/2001

Revised: 06/2005, 09/11/2007, 08/09/2013, 1/06/2020, 6/24/21, 3/4/23