

Policy 3-19 Student Reported Complaints & Appeals

Resource Document

This Resource Document is designed to assist with the implementation and application of Policy 3-19 Student Reported Complaints and Appeals. Before reviewing this Resource Document, please read Policy 3-19 in full.

This Resource Document is intended solely as a supplemental document to assist in implementing and applying Policy 3-19. This Resource Document does not replace, alter, or supersede Policy 3-19, which includes FSU's formal policy on Student Reported Complaints and Appeals. An index to assist with navigating this Resource Document appears below:

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Policy's Purpose, Scope, & Implementation Dates

Purpose

Ad Hoc Grievances, Reported Complaints, and Appeals should be addressed in a prompt, fair, consistent, and professional manner. There are certain types of Reported Complaints and Appeals ([see table on pages 6-7 for more information](#)) that are required to be included in the Central Student Resolution Log. These types of Reported Complaints and Appeals are (1) maintained by Resolution Authorities and (2) submitted annually by Resolution Authorities to the Student Ombuds Office. The Student Ombuds Office compiles the data to produce the University's Central Student Resolution Log.

Scope

The Policy applies to all of FSU's postsecondary programs/locations. Also, the Policy applies to University operations, where applicable, and to affiliated Direct Support Organizations (DSOs) only to the extent that they are acting on behalf of the University in programs involving students.

The principles and procedural safeguards listed in the Policy apply universally to all Ad Hoc Grievances, Reported Complaints, and Appeals (referred to as **UNIVERSAL REQUIREMENTS** in this Resource Document).

There are also requirements, which are **IN ADDITION TO** the **UNIVERSAL REQUIREMENTS**, for the certain types of Reported Complaints and Appeals which must be included in the Central Student Resolution Log (referred to as **CSRL REQUIREMENTS** in this Resource Document). [See the table on pages 6-7 for more information.](#)

Implementation Dates

Effective **July 8, 2026**, Resolution Authorities must fulfill the reporting responsibilities for Reported Complaints and Appeals identified in the table in Section 11 of Policy 3-19 Student Reported Complaints and Appeals.

No later than **August 9, 2027**, all University, College, Division, Department, School, Program, and Unit Ad Hoc Grievance, Reported Complaint, and Appeal policies, procedures, and processes must be in compliance with this Policy. The unit responsible for administering the Ad Hoc Grievance, Reported Complaint, or Appeal policy, procedure, or process must ensure and verify compliance with this Policy. The Student Ombuds Office (studentombuds@fsu.edu) is available to provide assistance with meeting the August 9, 2027, deadline.

Who Has Standing?

Current Student

Any person listed in any active status within the student information system. An active status allows for the possibility of registering, enrolling, or attending classes at FSU for a given semester.

Current Applicant

Any person who has submitted an admissions application to either the Tallahassee, Panama City (FL), or Republic of Panama campus, but who has not yet received an admissions decision. This includes any person who is deferred or waitlisted.

Admitted Student

Any person who has received an offer of admission to either the Tallahassee, Panama City (FL), or Republic of Panama campus.

Types of Issues

Ad Hoc Grievance

An oral or written statement of dissatisfaction or disapproval made by a current applicant, an admitted student, or by a current student. These are matters of concern but do not involve established rights or procedures that apply to a Reported Complaint or an Appeal.

Examples (these examples are not exhaustive):

1. A student contacts University leadership with concerns about the fees associated with online test proctoring.
2. A student contacts Transportation & Parking Services regarding the availability of parking spaces on campus.

Reported Complaint

A perceived violation, either oral or written, of applicable federal or state law, University or Board of Governors' regulation or policy, or published college/division/department/school/unit policy, course syllabus, or department/program handbook, reported by a current applicant, by an admitted student, or by a current student who requests resolution via official University action.

Examples (these examples are not exhaustive):

1. During a class session, an instructor displays the class roster and each student's score on a recent exam to the entire class. After class, a student contacts the University Registrar's office and submits a FERPA complaint.
2. A student and an instructor disagree about the application of the student's OAS accommodations, which were previously provided to the instructor at the beginning of the semester. The student submits a formal complaint to Human Resources in accordance with the University's Equal Opportunity, Non-Discrimination, and Non-Retaliation Policy.

Appeal

A formal, written request asking for review, modification, or reversal of an official University action, which was based on applicable federal or state law, University or Board of Governors' regulation or policy, or published college/division/department/school/unit policy, course syllabus, or department/program handbook. A formal, written request must be submitted by a current applicant, by an admitted student, or by a current student.

Examples (these examples are not exhaustive):

1. A student is scheduled to study in London. The student experiences a personal hardship that prevents the student from studying in London. The student's initial request for a refund and to be released from financial liability is denied by International Programs. The student submits an Appeal for a Partial Refund/Release of Liability.
2. A student signs a University Housing on-campus housing contract. The student later decides that they would like to live off campus. The student's initial request to be released from their on-campus housing contract is denied. The student submits an appeal to the Appeals Committee requesting a release from their on-campus housing contract.

Requirements Regarding Ad Hoc Grievances

UNIVERSAL REQUIREMENTS

Ad Hoc Grievances are resolved outside of any formal University process, communicated through a conversation/email/phone call/text/via Canvas, by the person or office where the concern arises. Ad Hoc Grievances are not tracked, are not reported to the Student Ombuds Office, and are not included in the Central Student Resolution Log.

Requirements Regarding Reported Complaints and Appeals

UNIVERSAL REQUIREMENTS

Reported Complaints and Appeals must be processed in accordance with applicable (1) University regulations/policies and (2) published college/division/department/school/unit policies or supplemental processes or procedures.

Reported Complaint and Appeal policies and any associated procedures:

1. Must be clearly documented in writing.
2. Must be published online by the responsible college/division/department/school/unit.
3. Must provide defined timelines for prompt resolution.
4. Should be reviewed and updated on a regular basis.

Appeals may begin **after** official University action has been taken and communicated to the student.

Required Notifications

UNIVERSAL REQUIREMENTS

Once a student files a Reported Complaint or an Appeal, the student must be notified in writing of every official decision related to the Reported Complaint or Appeal. Each notification must explain the next steps available to the student in the specified Reported Complaint or Appeal process. The final resolution of a Reported Complaint or Appeal must be in writing, be addressed to the student, and explain that the student has exhausted the University process that is the subject of the Reported Complaint or Appeal. Such written notice may be by email, written document, or the equivalent. Written notice must be sent to the student's point of notice for the Reported Complaint or Appeal.

Resolution Authorities & The Central Student Resolution Log (CSRL)

CSRL REQUIREMENTS

What is a Resolution Authority?

An office responsible for the intake and processing of specific types of Reported Complaints or Appeals ([see table on pages 6-7 for more information](#)).

What are the Resolution Authorities' Responsibilities?

Responsibilities include the following for those Reported Complaint and Appeal processes included in the [table on pages 6-7](#):

1. Administering the Reported Complaint or Appeal process,
2. Communicating outcomes of the Reported Complaint or Appeal process in writing,
3. Maintaining all records related to the Reported Complaint or Appeal, AND
4. Tracking & reporting specific data elements for the Reported Complaint and Appeal types in the [table on pages 6-7](#).

What data elements appear in the Central Student Resolution Log?

1. Date that the student filed the Reported Complaint/Appeal
2. Name of student (or "Anonymous" if applicable) who filed the Reported Complaint/Appeal
3. A brief synopsis of the facts associated with the Reported Complaint/Appeal
4. The formal process used to resolve the Reported Complaint/Appeal
5. Outcome of the Reported Complaint/Appeal
6. Date each required notification associated with the Reported Complaint/Appeal was communicated to the student
7. The physical location of the records related to the Reported Complaint/Appeal

What is the Central Student Resolution Log?

The official institutional record, compiled and produced by the Student Ombuds Office, which captures data elements on those Reported Complaints and Appeals specified in the [table on pages 6-7](#). The Central Student Resolution Log ensures consistent documentation, promotes transparency and accountability, and supports institutional compliance, reporting, and continuous improvement.

Records

UNIVERSAL REQUIREMENTS

All documents, files, and required notifications associated with all Reported Complaints and Appeals must be maintained in accordance with federal law, state law, and University policy. All documents, files, and required notifications associated with a Reported Complaint or Appeal will be available at any time for inspection by the President (or designee), the Provost (or designee), and the Vice President for Student Affairs (or designee). Reporting will be consistent with FERPA and other legal confidentiality requirements but only to the extent required and does not waive Central Student Resolution Log reporting requirements.

CSRL REQUIREMENTS

A record of those Reported Complaints and Appeals specified in the [table on pages 6-7](#) shall be maintained by each Resolution Authority. The Central Student Resolution Log and all documents, files, and required notifications associated with a Reported Complaint or Appeal will be available at any time for inspection by the President (or designee), the Provost (or designee), and the Vice President for Student Affairs (or designee).

The Student Ombuds Office

The Student Ombuds Office is available to assist students in identifying prospective resolution options. The office provides undergraduate and graduate students with confidential services, informal assistance, and impartial advice, regarding concerns related to University regulations/policies and any other University-related policies, processes, or procedures. The Student Ombuds Office is also available to assist the campus community with the implementation of the requirements listed in Policy 3-19. The office reviews the reports produced by the Resolution Authorities and compiles/produces the Central Student Resolution Log and the Student Ombuds Office Annual Report.

The purpose of the Annual Report is to:

1. Analyze the Central Student Resolution Log for emerging patterns or trends.
2. Make recommendations for University leadership aimed at addressing emerging patterns or trends.
3. Monitor the effectiveness of previously implemented recommendations through subsequent Student Ombuds Office Annual Reports to support continuous institutional improvement.

Contact Information

Email: studentombuds@fsu.edu

Phone: 850-644-4475

Website: <https://studentombuds.fsu.edu/>

Note: Communication with the Student Ombuds Office does not constitute notice to the University, does not constitute a Reported Complaint, and does not constitute an Appeal.

Retaliation

UNIVERSAL REQUIREMENTS

Retaliation against a person or someone who assists a person, who in good faith files an Ad Hoc Grievance, a Reported Complaint, or an Appeal, participates in the process, or engages in other required activities is expressly prohibited. Filing an Ad Hoc Grievance, Reported Complaint, or Appeal in good faith is not retaliation. Any claim of retaliation may be investigated by [Human Resources](#) and/or [The Office of Compliance and Ethics](#) in accordance with applicable University regulations and policies.

Conflict of Interest

UNIVERSAL REQUIREMENTS

A situation in which a person involved in reviewing a Reported Complaint or Appeal has a personal or financial interest, prior involvement, or a bias or prejudice that could reasonably be perceived to compromise, or appear to compromise, their objectivity, professional judgment, or ability to act in the best interests of the University. This includes, but is not limited to:

Personal Relationship: The person has a familial relationship (or the practical equivalent of a familial relationship), friendship, or close association with a person involved in the Reported Complaint or Appeal.

Financial Interest: The person stands to gain or lose financially based on the outcome of the Reported Complaint or Appeal.

Prior Involvement: The person participated in or influenced the decision that is the subject of the Reported Complaint or Appeal.

Bias or Prejudice: The Office of Compliance and Ethics has determined the person has demonstrated bias or prejudice toward the student or the subject matter of the Reported Complaint or Appeal.

Any potential Conflicts of Interest must be disclosed to The Office of Compliance and Ethics for review prior to participation in a Reported Complaint or Appeal process. If a conflict is identified by The Office of Compliance and Ethics, the person must recuse themselves to preserve the integrity of the Reported Complaint or Appeal process.

Email: compliance@fsu.edu

Phone: 850-644-3200

Website: <https://compliance.fsu.edu/>

Types of Student Reported Complaints Included in the Central Student Resolution Log		
Type of Student Reported Complaint	Resolution Authority	Published Location of the Reported Complaint Process
Alleged FERPA Violation <i>Note: Limited to Reported Complaints submitted by students alleging their individual FERPA rights have been violated.</i>	University Registrar	The published location of these Reported Complaint processes can be accessed at: https://studentombuds.fsu.edu/student-complaints-and-appeals.
Alleged Violation of the Americans with Disabilities Act by Faculty, Staff, or Visitors	Office of Human Resources	
Alleged Title IX Violation Pertaining to Faculty, Staff, or Department	Office of Human Resources	
Alleged Discrimination or Retaliation by Faculty, Staff, or Department	Office of Human Resources	

Note: The Table Continues on the Next Page.

Types of Student Appeals Included in the Central Student Resolution Log		
Type of Student Appeal	Resolution Authority	Published Location of the Appeal Process
Grade Appeal	Academic Dean's Office or Designee	The published location of these Appeal processes can be accessed at: https://studentombuds.fsu.edu/student-complaints-and-appeals.
Academic Honor Policy Appeal	Office of Faculty Development and Advancement	
General Academic Appeals for Student Grievances	Academic Dean's Office or Designee	
Residency for Tuition Purposes Appeal	Office of Admissions & University Registrar	
Medical/Mental Health Course Drop & Term/Semester Withdrawal Appeal	University Health Services	
Personal Hardship Course Drop & Term/Semester Withdrawal Appeal	Academic Dean's Office	
Student Conduct Appellate Process Appeal & University Housing Community Standards Appeal	Department of Student Conduct and Community Standards	
University Housing <i>Note: Limited to Appeals of an Initially Denied Request to be Released from a Housing Contract.</i>	University Housing	
Tuition and Fees Appeal	University Registrar	
Appeal for Partial Refunds/Release of Liability	FSU International Programs	
Satisfactory Academic Progress Appeal	Office of Financial Aid	
Appeal the Initial Denial of any OAS-Related Accommodations Request	Office of Accessibility Services	
Student Gov't - Elected or Appointed Officer Appeal of Disciplinary Action, Suspension, or Removal from Office	Department of Student Engagement	
First-Year Undergraduate Admissions Appeal	Office of Admissions	
Transfer Undergraduate Admissions Appeal	Office of Admissions	
Graduate Admissions Appeal	The Graduate School	
Judicial Committee Admissions Appeal <i>Note: Includes appeals submitted by First-Year, Transfer, and Graduate Applicants.</i>	Office of Admissions	