University of South Florida
Procedures for Student Grievances
February, 2004

The Office of Student Relations is responsible for providing assistance and response to students with grievances. There are existing grievance procedures and policies for many aspects of the operation of the University, and students have full access to those procedures. When no policy or procedure is in place for a matter about which a student has a grievance, the matter shall be directed to the Office of Student Relations.

When submitting a grievance to the Office of Student Relations, the student shall express in writing as clearly as possible the nature of the complaint. When specific redress or correction is requested, the student shall express that in writing.

The Office of Student Relations shall evaluate the matter and first confirm that there is no existing policy or procedure that should be followed to address the concern expressed by the student. In the event that an existing procedure governs the issue, the Office of Student Relations shall refer the student to the appropriate process. In the event that there is no existing process, the Office of Student Relations has the responsibility to address the matter on behalf of the University.

General parameters that guide the process managed by the Office of Student Relations:

1. The complaint must be submitted to the Office of Student Relations in writing and within six weeks of the precipitating event or activity that provoked the grievance.
2. The Office of Student Relations will request a meeting with the student bringing the complaint within ten days of receiving the complaint.
3. The Office of Student Relations shall conduct a thorough examination of the matter. If a solution to the issue that is acceptable to involved parties can be developed, that will be conveyed to concerned persons within four weeks of receipt of the written grievance.
4. If the investigation by the Office of Student Relations produces a conclusion that the rights of the student have been violated, that will be communicated to the student and all other involved parties within four weeks of the receipt of the written grievance. Specific remedies will be proposed and corrective action will be suggested.
5. If the investigation produces a conclusion that the grievance is not well founded or justified, that will be communicated to all involved parties within four weeks of the receipt of the grievance.
6. The Office of Student Relations will maintain all records and documents supporting the investigation and its conclusions.
If the student is not satisfied with the outcome, a request for review may be submitted to the Dean of Students, and it must be received in writing and within seven days of the date of the decision of the Office of Student Relations. The Dean of Students shall review the matter, speak with the student, and reach a conclusion about its settlement within twenty days of the date of the appeal. The decision of the Dean is final.