



GRIEVANCE PROCEDURES

A. Procedures for Grievances Filed Against a Student by a Faculty Member

The intent of these procedures is to resolve issues involving suspected violations of the School of Architecture & Engineering Technology's (SAET) Policy on Academic Honesty and Ethical Conduct in an informal manner that maintains the student's presumption of innocence and provides a full and fair evaluation of the complaint while minimizing the number of persons involved. Faculty is encouraged to first attempt to resolve an issue individually and expeditiously with the student.

1. When a faculty member has reason to believe that a student has acted in a manner inconsistent with the SAET's "Policy on Academic Honesty and Ethical Conduct," the faculty member must take action. For purpose of this policy, reason to believe that a student has acted in a manner inconsistent with the School's policy shall include the written first-hand report of a witness; evidence from two or more class examinations, projects, or assignments that are so substantially similar as to imply an illicit sharing of information or plagiarism; or some other form of physical evidence.
2. If the student and faculty member cannot reach resolution of the issue, the faculty member shall convene a meeting with the student and two other faculty members or administrators. (The faculty members/administrators shall be taken in turn from a list of names kept by the administration for the purpose of equitable rotation) The student shall be asked to explain the origin of his or her work, or to provide whatever explanation for the similarities of work, or explanation of the actions reported, that he or she considers to be appropriate. It shall be presumed that an inability by the student to offer a plausible explanation for his or her actions or for the origin of the work shall be considered sufficient proof to warrant further action by the SAET.
3. If it is the unanimous conclusion of this committee that the student has violated the SAET's "Policy on Academic Honesty and Ethical Conduct," the committee will submit to the Dean and the student a written report including copies student's disputed work, and their recommendations for disciplinary action. The three faculty members on the committee must sign this report. If the committee is not unanimous in its conclusion, the matter is dropped, and the student is presumed to have complied with the School's policies.

4. The student may request a review of the committee's recommendation in accordance with paragraphs II.B.3 through II.B.7 of this document within five days of receipt of the recommendation. If the dean receives no such request, he/she will decide on and enforce disciplinary action against the student if necessary. The Dean may consider any previous disciplinary actions against the student in making the final decision as to how the complaint will be resolved. A copy of the finding of the Dean will be sent to the student, the complaint committee, and the faculty member involved.

B. Procedures for Grade Grievance Filed by Students

If a student believes that he/she has experienced discrimination and/or any type of harassment, they must complete a "Charge of Discrimination/Harassment" form that can be obtained from the Office of Equal Opportunity Programs located at 674 Gamble Street, (850)599-3076 or (850)599-3216.

It is the intent of the SAET to provide a fair and consistent procedure for resolving student complaints pertaining to academic and non-academic matters. The rules specified are designed to encourage the student, before filing a grade appeal, to resolve the complaint by conferring with those involved. Therefore, when a student wishes to have an **academic decision** reviewed by the SA+ET (concerning, for example, a course grade or other issue directly related to any course offered in the School) the student should take the following steps:

1. As soon as possible after the occurrence of the decision or event in question, the student should attempt to resolve the issue with the professor of the course to which it is related.
2. If the issue remains unresolved, the student should ask his or her academic advisor to meet with the professor and the student to attempt to help resolve the matter. If the professor is also the academic advisor, the student should select another faculty member to meet with him/her and the instructor.
3. If the complaint still remains unresolved, the *SAET Grade Grievance Appeal Form* should be submitted by the student to the Dean. The form may be accompanied by a summary of the meeting with the faculty members (Section II.B.2 above) as well as any other information and documentation to fully describe the situation. This should be done within five working days after the meeting with the instructor and advisor. (Also see Section II.C. "General Instructions for Filing Complaints" below.)
4. The Dean will review the request and if warranted, will appoint an Academic Appeal Committee to review the matter. (For detailed rules concerning the composition, chair, and procedures of the grade appeal committee, see Sections II.D. and E. below.)
5. The Committee will review the issue and may elect to obtain additional information through interviews, written statements, or a hearing of all parties involved.
6. The Committee will make a written report and recommendation to the Dean as to how the complaint should be resolved.
7. The Dean will make the final decision. A copy of the finding of the Dean will be sent to the student, the Complaint Committee, and the faculty member involved.

C. **Procedures for Non-Academic Grievances Filed by Students**

It is the intent of the SAET to provide a fair and consistent procedure for resolving student complaints pertaining to non-academic matters. The rules specified are designed to encourage the student, before filing a grade appeal, to resolve the complaint by conferring with those involved. Therefore, when a student wishes to have a **non-academic complaint** (concerning for example, facility condition, classroom management, systemic bias), reviewed by the SAET the student should take the following steps:

1. As soon as possible after the occurrence of the decision or event in question, the student should attempt to resolve the issue with the professor of the course to which it is related.
2. If the issue remains unresolved, the student should ask his or her academic advisor to meet with the professor and the student to attempt to help resolve the matter. If the professor is also the academic advisor, the student should select another faculty member to meet with him/her and the instructor.
3. If the complaint still remains unresolved, the *SAET Non-Academic Grievance Appeal Form* should be submitted by the student to the Dean. The form may be accompanied by a summary of the meeting with the faculty members (Section II.B.2 above) as well as any other information and documentation to fully describe the situation. This should be done within five working days after the meeting with the instructor and advisor. (Also see Section II.C. "General Instructions for Filing Complaints" below.)
4. The Dean will review the request and if warranted, will appoint an Academic Appeal Committee to review the matter. (For detailed rules concerning the composition, chair, and procedures of the grade appeal committee, see Sections II.D. and E. below.)
5. The Committee will review the issue and may elect to obtain additional information through interviews, written statements, or a hearing of all parties involved.
6. The Committee will make a written report and recommendation to the Dean as to how the complaint should be resolved.
7. The Dean will make the final decision. A copy of the finding of the Dean will be sent to the student, the Complaint Committee, and the faculty member involved.

D. **General Instructions for Filing Grade Grievance Appeals or Complaints**

The purpose of a complaint process is to provide redress only after all other processes have been exhausted. All parties are encouraged to first communicate directly to attempt to resolve problems or disagreements outside of the complaint procedures. If, after pursuing other avenues, the student still feels that a complaint is necessary, the following steps should be taken:

1. In order to have a Grade Grievance or Complaint reviewed by a complaint committee in the School of Architecture & Engineering Technology, the *SAET Grade Grievance Appeal Form* or *SA+ET Non-Academic Complaint Appeal Form* must be completed and submitted to the Dean of the School.
2. Information supplied should contain:
 - Full name and status in school of the person filing the complaint,
 - A clear and concise account of the facts, including pertinent dates,

- A summary of the informal steps taken to resolve the complaint (see Sections II.A. 1-4 and II.B. 1-2 above),
 - An indication of whether or not proceedings have commenced before any other University committee or any state or local agency and the date when commenced.
3. A complaint may be fairly and reasonably amended as a matter of right at any time before the first meeting of the complaint committee and thereafter at the discretion of the committee.
 4. The chairperson of the complaint committee shall cause to be issued and served to the respondent of a complaint a copy of the complaint as it may have been amended.
 5. **A grade grievance appeal must be filed within 7 days of the end of the semester the dispute occurred.** It is the intent of the SA+ET to resolve the appeal before the end of the university's drop and add period of the subsequent semester. When a grade grievance appeal is filed in a timely manner, the student may be allowed to progress through the curriculum until a decision is made. **A non-academic complaint must be filed within the semester the incident occurs.**

E. Composition of Complaint Committees

1. For complaints between faculty or staff and students, the complaint committee shall consist of three faculty members. Faculty shall be selected from the rotation list described in II.A.2 above. If deemed appropriate, the Dean may also appoint a staff member to the committee.
2. Complaint committees will exclude any faculty, staff, or students directly involved with the event causing the complaint.
3. The chairperson of a complaint committee shall be a faculty member.

F. Procedures for Complaint Committees

1. The complaint committee hearing is an investigative hearing called to make a recommendation to the Dean. Its finding of facts and recommendations are based upon the testimony taken and evidence shown at the hearing. The committee has the authority and responsibility to conduct its investigation as thoroughly and prudently as necessary to determine the facts of the situation.
2. It is assumed that the information concerning a student's record and all evidence is kept confidential.
3. The complaint committee shall not be bound by the rules of evidence applicable in courts of record in the State of Florida, but all proceedings shall be conducted with regard to fundamental fairness to all parties.
4. If a complaint or respondent in a complaint case does not agree with the recommendation of the complaint committee and /or the decision made by the Dean, the matter may be taken up with the appropriate University authorities.