

Student Complaint Procedure

University of Florida Student Grievance Procedure (UF Regulation 4.012) defines a grievance as a dissatisfaction occurring when a student believes that any decision, act or condition affecting them is illegal, unjust, or creates unnecessary hardship.

The Division of Enrollment Management procedures for handling student complaints outlined below pertain only to grievances arising from concerns with the division or its units (Registrar, Admissions, Financial Aid and Scholarships). **These procedures and attached form are not for academic grievances or grade disputes. Academic grievances, grade disputes or general grievances should be directed to the University Ombuds ombuds@ufl.edu.**

1. The complaint must be in writing on the complaint form and signed by the aggrieved student. The complaint must also include the student's contact information (phone number, email, and address). Submission of written complaints by email will be accepted only if the complaint form is signed and attached to the email and includes the student's contact information. Oral, anonymous, or complaints submitted on behalf of another individual will not be considered formal complaints and will not be processed in accordance with these procedures.
2. These complaint procedures only apply to currently enrolled students.
3. The complaint should include details of the alleged act or condition and how it affects the student. The supervisor or director or designee of the unit from which the complaint arose will review the complaint and respond to the student in writing within 45 business days from the receipt of the complaint. The student may be contacted for additional information and/or clarification if/when appropriate. The 45-day timeline may be extended to allow for additional review of information if necessary. If the complaint is against the director of the unit, the complaint should be submitted to the Office of the Vice President for Enrollment Management.
4. Should the issue remain unresolved or if the student is dissatisfied with the response of the unit, the student may appeal to the Vice President for Enrollment Management. The Vice President will review the appeal and respond to the student in writing. The Vice President's decision, whether in the student's favor or not, constitutes final University of Florida action.

Complaint forms should be mailed or submitted in person to:

The University Registrar
Office of the University Registrar
222 Criser Hall
PO Box 114000
Gainesville, FL 32611

Director of Student Financial Aid and Scholarships
Office of Student Financial Aid and Scholarships
S-107 Criser Hall
PO Box 114025
Gainesville, FL 32611

Director of Admissions
Office Admissions
201 Criser Hall
PO Box 114000
Gainesville, FL 32611

Office of the Vice President
Division of Enrollment Management
216 Criser Hall
PO Box 114000
Gainesville, FL 32611

Student Complaint Form

First Name	Last Name	Middle Name	Suffix	UFID#
Street address	City	State	Zip	Country (if outside USA)
Telephone Number			Email address	
Name of person against which the complaint is filed (if applicable)			Department	

Nature of the complaint (Briefly describe the details of the complaint and describe how the decision or actions have affected or are affecting you). Note: This form is ***not*** for academic grievances or grade disputes, which should be directed to the University Ombuds ombuds@ufl.edu.

I hereby certify that all the information I have provided above is true and complete to the best of my knowledge.

Signature _____ Date _____

<p>Official use only:</p> <p>Received by: _____</p> <p>Date: _____</p>
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