

**COMPLAINTS**

Complaints regarding alleged institution violation of rights accorded parents and eligible students by Section 438 of the Act may be submitted in writing to the Department of Health, Education and Welfare.

The following persons have been designated to handle inquiries and grievances.

Equity Officer: Kathleen Daniel, Director, Human Resources (305) 809–3248 or kathleen.daniel@fkcc.edu

Title IX Coordinator: Naomi Walsh, Assistant to the Vice President of Advancement (305) 809–3198 or naomi.walsh@fkcc.edu

Disability Services: Katie Norland, Director, Student Success Services (305) 809-3181 or katie.norland@fkcc.edu

Mailing Address: The College of the Florida Keys, 5901 College Road, Key West, FL 33040

**Civil Rights**

For additional information related to civil rights complaints alleging discrimination based on race, ethnicity, national origin, color, gender, age, marital status, genetic information, or disability, please contact:

The Florida College System - Florida Department of Education 325 West Gaines Street, Suite 1544 Tallahassee, Florida 32399–0400 Telephone: 850-245-0407 E–mail: ChancellorFCS@fldoe.org

**Disability Services**

For additional information relating to disability services, please contact:

The Florida College System – Florida Department of Education 325 West Gaines Street, Suite 1544 Tallahassee, Florida 32399–0400 Telephone: 850-245-0407 E–mail: ChancellorFCS@fldoe.org

**Financial Aid**

For complaints related to financial aid, please contact:

Florida Department of Education – Office of Student Financial Assistance 325 West Gaines Street, Suite 1314 Tallahassee, FL 32399–0400 Telephone: 800–366–3475 Website: Florida Department of Education - Office of Student Financial Assistance E–mail: OSFA@fldoe.org

OR

U.S. Department of Education – FSA Ombudsman Group 830 First Street, N. E., Mail Stop 5144 Washington, D.C. 20202-5144 Telephone: 877–557–2575 Fax: 202–275–0549 Website: Federal Student Aid - Resolving Disputes

**Other Complaints**

For all other Florida College System–based complaints, please contact:

The Florida College System - Florida Department of Education 325 West Gaines Street, Suite 1544 Tallahassee, Florida 32399–0400 Telephone: 850-245-0407 E–mail: ChancellorFCS@fldoe.org

**Student Complaint**

A complaint is defined as dissatisfaction that occurs when a student believes that any decision, act or condition affecting the student is illegal, unjust or creates unnecessary hardship. Complaints may include, but are not limited to, academic problems, mistreatment by a college employee, wrongful assessment of fees, records and registration errors, student employment, or any actual or perceived physical or verbal abuse or coercion, and disciplinary matters which are covered under the Student Code of Conduct, and awarding of grades. Complaints under this policy may also include allegations of discrimination, harassment and/or sexual harassment based on race, color, ethnicity, religion, gender, age, marital status, sexual orientation, national origin, genetic information or disability. Student Complaint can be submitted using the incident form on the [College website](https://cm.maxient.com/reportingform.php?FloridaKeysCC).

**Informal and Formal Complaint Procedures (Harassment)**

1. Anyone who is subjected to harassment is encouraged to report the offensive behavior immediately and before it becomes severe or pervasive. The College will investigate all complaints. If appropriate, an individual may advise the harasser directly that their behavior is objectionable and request that the behavior immediately cease. The College emphasizes that employees and students are not required to complain to a supervisor, faculty member or administrator if that person is the individual allegedly harassing the employee or student.

2. College employees or students who receive complaints or observe harassing behavior should immediately contact the Director of Human Resources/Equity Officer. As an alternate point of contact, the Vice President, Academic Affairs may be contacted.

3. Informal complaint procedures allow for complaints to be resolved by mutual agreement between the complainant and the person accused of the harassment. Informal complaints, whether oral or in writing, should be directed to the Director of Human Resources/Equity Officer or the Vice President, Academic Affairs, as an alternate point of contact. The accused will be informed about the nature of the informal complaint and will have an opportunity to respond.

4. If informal resolution fails to resolve the matter to the complainant’s satisfaction, the complainant may file a formal complaint, with the Director of Human Resources/Equity Officer with the Vice President, Academic Affairs as an alternate point of contact. Formal complaint must be documented in writing within twenty (20) calendar days of the incident or event giving rise to the complaint.

5. The Director of Human Resources/Equity Officer will conduct a prompt, thorough and impartial investigation within twenty (20) business days of receiving the complaint. Accounts from witnesses and other parties, as well as other relevant information, may be investigated. The Director of Human Resources/Equity Officer has the discretion to determine whether the situation warrants a meeting, either with the complainant and the alleged offender both present or with the parties separately.

6. An investigation results in three possible scenarios:

1) the allegations are substantiated,

2) the allegations are not substantiated or

3) the investigation was inconclusive. Every claim of harassment will be considered on an individual basis. If the allegations are substantiated, the College will take immediate and corrective action appropriate to the severity of the offense. Disciplinary measures applied include the full range of the College’s disciplinary measures, up to and including termination.

7. The Investigator will make a final report of findings to both the accuser and the accused within 15 business days of the formal complaint. If the process requires further investigation, a written notice will be sent to the accuser and accused within fifteen (15) business days of the complaint notifying both parties of an extension of up to five (5) additional business days.