State College of Florida, Manatee – Sarasota provides students an appropriate means to resolve conflicts or complaints concerning College rules, procedures, and/or course policies at the lowest possible level.

This rule is to be utilized as a guide to the appropriate Procedure to obtain resolution to a conflict/complaint brought forth by a student. Complaints may be brought to the attention of faculty and management with the assurance that they will be considered in a fair and equitable manner. The procedures described herein provide an informal and formal, non-adversarial, in-house means of addressing conflicts and/or complaints.

A student may request Due Process in such instances where the student perceives an inequity concerning his or her academic standing, or where his or her academic rights and/or freedoms have been violated, or where the academic/administrative regulations of the College are believed to have been inappropriately interpreted or applied.

State College of Florida, Manatee - Sarasota does not discriminate on the basis of gender, race, national origin, color, age, religion, disability, marital or veteran status. Perceived discrimination based on any of these protected classes may also be used as a basis for a complaint.

**Definitions:**

The terms “conflict” or “complaint” for purposes of this process, refer to an allegation made by a student when they perceive an inequity concerning their academic standing, or that their rights and/or freedoms have been violated, or that the academic/administrative regulations of the College are believed to have been inappropriately interpreted or applied. The following Procedures and/or Rules should be utilized in resolving conflicts or complaints.

1. Student Complaint/Conflict
   a. Due Process Procedures
      1. SCF Procedure # 4.14.01
      2. SCF Procedure # 4.14.02
   b. Discrimination or Harassment
      1. SCF Rule # 6HX14-1.33 - Violence or Threats in the Work place; and
      2. SCF Rule # 6HX14.2.44 - Harassment
      3. SCF Procedure # 2.44.01 - Prohibited Harassment

Approved documents outlining specific procedures are kept on file in all administrative offices, departmental offices, and the Sara Scott Harllee Library.

2. Investigations

The proceedings of investigations of conflicts and complaints are confidential and shall not be divulged to unauthorized persons. Records shall be considered confidential and shall be kept under adequate security.