I. INTRODUCTION

The University of South Florida System (USF System or University) is committed to mutual respect among all constituents of the University community. This commitment includes students, faculty, staff, and administration alike. In all concerns about fair treatment, we seek to work together to understand and address those concerns in an informal setting. As there are several offices designated to address grievances throughout the University, with specific processes applicable to USF Health, students should first identify the topic or substance of a grievance and file the grievance with the appropriate office as specified below.

II. APPLICABILITY

This Policy is established as a general guideline for the USF System. As each individual USF System Institution may have established internal grievance policies, the Institution specific policies shall be applied in place of, or as a first step to this Policy depending on the actual terms of the Institution policies. In addition, as individual USF System Institutions may have different levels of authority or titles, the applicable levels and titles will replace the terms of this Policy.

III. STUDENT COMPLAINT AND GRIEVANCE PROCESSES

IV.

The USF System Regulations and Policies Index is a comprehensive list of all University Regulations and Policies. In addition, this Policy 30-053: Student Grievance Processes Index is meant to help students identify those regulations and policies that address specific student concerns (not inclusive of all processes) as listed below.
## V. STUDENT CONCERNS AND APPEALS

<table>
<thead>
<tr>
<th>Concern/Appeal Type</th>
<th>Responsible Unit</th>
<th>Posted Policy/Regulation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic</td>
<td>Academic Affairs</td>
<td>USF System Policy 10-002 Academic Grievance Procedure for Students</td>
</tr>
<tr>
<td>Academic Integrity</td>
<td>Academic Affairs</td>
<td>Regulation USF3.027 Academic Integrity of Students</td>
</tr>
<tr>
<td>Access to Courses and Credit Granted toward Degree</td>
<td>Student Ombuds Office</td>
<td>USF System Policy 30-053 Student Grievance Processes</td>
</tr>
<tr>
<td>Confidential Student Complaints</td>
<td>Student Ombuds Office</td>
<td>USF System Policy 30-053 Student Grievance Processes</td>
</tr>
<tr>
<td>Disability Accommodations</td>
<td>Diversity Inclusion and Equal Opportunity (DIEO)</td>
<td>USF System Policy 0-108 Disability and Accommodations (Public/Employees/Students)</td>
</tr>
<tr>
<td>Discrimination and Harassment</td>
<td>Diversity Inclusion and Equal Opportunity (DIEO)</td>
<td>USF System Policy 0-007 Diversity and Equal Opportunity Process</td>
</tr>
<tr>
<td>FERPA Violations</td>
<td>Office of the Registrar</td>
<td>Regulation USF2.0021 Student Records</td>
</tr>
<tr>
<td>General Ethics Complaints</td>
<td>Ethics Point</td>
<td>Regulation USF10.107 Ethical Obligations: Conflicts of Interest, Outside Employment, Employment of Relatives and Public Office USF System Policy 0-027 Florida Code of Ethics for</td>
</tr>
<tr>
<td>Issue</td>
<td>Responsibility</td>
<td>Reference</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-----------------------------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>General Student Grievances (not addressed by other Regulation or Policy)</td>
<td>Student Affairs and Student Success</td>
<td>Policy 30.054 General Student Grievance Process</td>
</tr>
<tr>
<td>Hazing</td>
<td>Office of Student Rights and Responsibilities (OSRR)</td>
<td>Regulation USF6.0023 Prohibition and Prevention of Hazing</td>
</tr>
<tr>
<td>Housing and Resident Halls</td>
<td>Office of Housing and Residential Education (OHRE)</td>
<td>Regulation USF6.013 University Residence Halls</td>
</tr>
<tr>
<td>Indoor Air Quality</td>
<td>Environment Health &amp; Safety</td>
<td>USF System Policy 6-006 Environmental Health and Safety</td>
</tr>
<tr>
<td>Misconduct by Employees</td>
<td>Human Resources</td>
<td>Regulation USF10.112 Faculty Misconduct and Incompetence Regulation USF10.212 Discipline, Misconduct and Incompetence</td>
</tr>
<tr>
<td>Parking</td>
<td>Administrative Services</td>
<td>Regulation USF4.0011 Parking General Guidelines, Registration, Rates and Penalties</td>
</tr>
<tr>
<td>Safety Concerns</td>
<td>Environment Health &amp; Safety</td>
<td>USF System Policy 6-010 USF System Emergency Management</td>
</tr>
<tr>
<td>Sexual Misconduct/ Sexual Harassment</td>
<td>Diversity Inclusion and Equal Opportunity (DIEO)</td>
<td>USF System Policy 0-004 Sexual Misconduct/Sexual</td>
</tr>
<tr>
<td>Topic</td>
<td>Responsible Office</td>
<td>Regulation/Policy</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>---------------------------------------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Harassment (Including Sexual Violence)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student Conduct</td>
<td>Office of Student Rights and Responsibilities (OSRR)</td>
<td>Regulation USF6.0021 Code of Conduct – Student Code of Conduct</td>
</tr>
<tr>
<td>Student Fee and Waivers</td>
<td>University Controller’s Office</td>
<td>Regulation USF4.0108 Waiver and Exemptions of Tuition and Fees</td>
</tr>
<tr>
<td>Student Financial Aid</td>
<td>University Scholarships &amp; Financial Aid Services</td>
<td>Regulation USF3.0120 Financial Aid</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Regulation USF 3.0121 Financial Aid Administration, Distribution and Use of Financial Aid Resources</td>
</tr>
<tr>
<td></td>
<td></td>
<td>USF System Policy 10-013 Financial Aid on Refunds &amp; Repayments</td>
</tr>
</tbody>
</table>

**VI. DEFINITION OF TERMS:**

**A. Day(s) or Time(s):** the periods of academic session to include the days the University is open for business and delivery of academic services exclusive of holidays, emergency closings or other days where the office or academic delivery of services are closed.

Current Responsible Office*: Student Affairs and Student Success

*Refer to the appropriate Responsible Office website for a current name of the Vice President or other Responsible Officer.

*History: New 8-23-11, Amended 3-24-16 (technical), 11-29-17 (technical).