**Student Complaint Process**

Federal regulations and State laws require that public colleges in The Florida College System have processes for students, employees, and applicants to file complaints against any respective college. In almost every situation, the college's process for resolving complaints must be followed first. Before contacting the State Division of Florida Colleges, please read your college's policies and procedures for filing complaints. These can be found in:

* Course Catalog
* Student Handbook
* Student Center Information Board
* OTC Website

Additionally, you may contact a variety of persons at the college level who can assist you, including, but not limited to:

* Instructors
* Deans of Students
* Assistant Director
* Director
* Academic Advisors

All persons are encouraged to work through the internal complaint and appeal processes at their respective institutions as the first step in filing a complaint. Each college is governed by a Board of Trustees or District Board of Trustees who are responsible for ensuring lawful implementation of complaint procedures according to State Statutes and Federal Regulations. If you believe that your complaint has not been addressed satisfactorily at your local institution after exhausting the college's complaint or grievance procedures, you may contact the following personnel at the Division of Florida Colleges for additional information:

Contact:

**Rod Duckworth**, Chancellor  
325 West Gaines Street, Suite 734  
Tallahassee, Florida 32399-0400  
Phone: 850-245-0446  
Fax: 850-245-9052  
Email: [CareerandAdultEd@fldoe.org](mailto:CareerandAdultEd@fldoe.org?subject=)

Complaint Form is available at <http://www.fldoe.org/core/fileparse.php/3/urlt/complaint-form.pdf>