

Complaint Form
Division of Florida Colleges
Florida Department of Education

325 West Gaines Street, Suite 1544
Tallahassee, FL 32399-0400
Website: www.fldoe.org/fcs

Contact Information

1. **Full name**

2. **Phone**

3. **Email address**

4. **Dates of attendance**

5. **Role of person submitting request**

NOTE: Pursuant to 20 U.S.C. 1232g(d), a student attending a postsecondary institution has privacy rights in his or her educational records under the federal Family Educational Rights and Privacy Act. Specific information about the student's educational records cannot be shared or discussed with anyone but the student.

6. **Name of college**

NOTE: The Division of Florida Colleges works with the 28 Florida College System institutions. If your college is not listed in our directory (<http://data.fldoe.org/workforce/contacts/default.cfm?action=showList&ListID=52>), it is not a member institution of the Florida College System. However, your institution *may* fall under the purview of the Commission for Independent Education (<http://www.fldoe.org/cie/>), the Independent Colleges and Universities of Florida (<http://www.icuf.org/>), or the Board of Governor's for the State University System of Florida (<http://www.fibog.edu/>).

Complaint Information

7. **Have you followed the college's established procedures to resolve your complaint or concern?**
Yes No

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NOTE: If “No,” refer to the student handbook or contact the college student ombudsman for information; then follow the college’s procedures to resolve your complaint or concern.

8. **What is the primary area of your complaint?**

9. **Describe your complaint in detail. Specify any pertinent dates, staff with whom you dealt (including their e-mail and/or telephone contact information), events, etc.**

Submission

Send completed complaint form via email to ChancellorFCS@fldoe.org. Attach any relevant materials.

Note: The Division of Florida Colleges’ internal policy is to respect the processes each college has established to address student complaints and to require that students exhaust all appropriate internal college processes before seeking an external review. However, after a student has exhausted all internal college processes, the Division’s complaint process provides an avenue for review of those complaints. We will review your complaint to see what assistance, if any, we may be able to offer.