

**State University System of Florida  
Board of Governors**

325 West Gaines Street, Suite 1614  
Tallahassee, FL 32399-0400  
Website: [www.flbog.edu](http://www.flbog.edu)

**STUDENT COMPLAINT FORM  
(For current, former, and prospective students)**

Student Information	
Full Name	
Address	
Phone	
E-mail	
Date of Birth	
University Information	
University	
Location	
Internal Policy	
<p>The Board of Governors' internal policy is to respect the processes each university has established to address student complaints and to require that students exhaust all appropriate internal university processes before seeking an external review. However, after a student has exhausted all internal university processes, provided there is no avenue for external appellate review by a court, the Board's complaint process provides an avenue for review of those complaints in which a student asserts that the university is not in compliance with state law or Board of Governors regulations. To that end, this complaint form may be completed and submitted by those students asserting noncompliance with state law or Board regulations.</p>	
Complaint Information	
<p>1. Have you followed the university's established procedures to resolve your complaint or concern?    Yes        No*</p> <p style="text-align: center;"><b>* If "No," refer to the student handbook or contact the university student ombudsman for information; then follow the university's procedures to resolve your complaint or concern.</b></p>	

2. Do you assert that the university is not in compliance with state law or Board of Governors regulations?    Yes\*        No

**\* If "yes," please cite the statute or regulation for which you believe the university is out of compliance.** Statutes may be found at <http://www.leg.state.fl.us>, and Board of Governors regulations at <http://www.flbog.edu/about/regulations/regulations.php>.

**Citation:**

**NOTE:** If your complaint deals with noncompliance with a university board of trustees' regulation, please contact the ombudsman at the university, rather than submit this form to the Board of Governors. Board of Trustees regulations are located on the university's Web site and on the [Board of Governors' Web site](#).

3. Describe your complaint in detail. Specify any pertinent dates, staff with whom you dealt (including their e-mail and/or telephone contact information), etc. Attach copies of any documentation which will help describe the problem and substantiate your assertion that the university is out of compliance with state law or Board of Governors regulations. Include any final letters of determination issued by the university.

### Submission

The information given in this complaint is true and accurate to the best of my knowledge.

**Name:**

**Date submitted:**

**Relationship to student\*:**

\*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. Accordingly, if this form is submitted by someone other than the student, please attach a signed copy of the student's consent form (a student consent form may be obtained at the registrar's office of the university). Absent student consent, information contained in a student's educational records maintained by a postsecondary institution cannot be shared or discussed with anyone other than the student.

Please save and email the completed form with appropriate attachments to [Info@flbog.edu](mailto:Info@flbog.edu) or fax the completed form and attachments to 850-245-9685.