

# Student Complaint/Grievance Procedure

Students are encouraged to discuss academic progress, career goals, suggestions, and/ or concerns with Full Sail staff members and/or administrators. Appointments with an Academic Advisor, the Director of Student Affairs, and/or any other staff member may be scheduled. In the event of a concern, grievance or complaint that is not satisfactorily addressed in a meeting with the appropriate staff/faculty member, a student may acquire a complaint form from an Academic Advisor and submit in writing the concern to the Director of Student Affairs. The Director of Student Affairs will review each complaint with all appropriate staff members and provide a written response to the student within 30 days of receiving the grievance.

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that Full Sail has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints considered by the Commission must be in written form with permission by the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

- **Accrediting Commission of Career Schools and Colleges**

2101 Wilson Boulevard, Suite 302  
Arlington, VA 22201  
(703) 247-4212  
<https://www.accsc.org>

A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting Debbie Mills, Director of Student Affairs.

For information Full Sail's grievance/complaint policy, please visit:

- [fullsail.edu/resources/brochure-file/DisabledStudent\\_GrievanceComplaintProceduers.pdf](https://fullsail.edu/resources/brochure-file/DisabledStudent_GrievanceComplaintProceduers.pdf)

Out-of-state distance education students participating under SARA, who have completed the internal institutional grievance process and the applicable state grievance process, may appeal non-instructional complaints to the FL-SARA PRDEC Council. For additional information on the complaint process, please visit:

- [www.fldoe.org/sara/complaint-process.shtml](http://www.fldoe.org/sara/complaint-process.shtml)

## FLORIDA

Students may contact the Commission for Independent Education as the last resort for grievances after all other avenues have been contacted and a satisfactory resolution has not been made.

- **Florida Commission for Independent Education**

325 West Gaines Street, Suite 1414  
Tallahassee, Florida 32399-0400  
850-245-3200