



FGCU REGULATION 4.004

Ombuds Services for Student Concerns and Complaints

*Effective Date of
Regulation:*

June 14, 2022

A. GENERAL STATEMENT

This Regulation establishes the University's mechanism for resolving student concerns and complaints. A student concern or complaint may arise from a decision that affects a student's access to courses and credits granted toward the degree, or certain other decisions that have or can have an effect on a student's participation or ability to participate in University activities. Students shall be given adequate opportunity to bring concerns and complaints to the attention of the University with the assurance that University officials will promptly examine the facts of the case and evaluate these facts in an objective manner.

B. ROLE OF THE UNIVERSITY OMBUDS

1. The University Ombuds is guided by recognized professional standards of practice for the role of the ombudsman, including the principles of independence, neutrality, confidentiality, and informality, unless otherwise required by law. The Ombuds Office provides assistance to students to address their concerns or complaints and provides guidance on where to file a written student complaint. The Ombuds Office will listen, discuss issues, answer questions, interpret policies, provide information and referrals, and help develop options for problem resolution. The Ombuds Office shall not advocate for any individual but shall advocate for fair and equitably administered processes and shall facilitate discussion to identify best options to resolve problems.
2. A student who has a concern or complaint as defined by FGCU Policy 4.017, Student Concerns and Complaints, may contact the Ombuds Office to initiate the informal process to resolve the dispute and/or to determine the appropriate unit in which to raise a concern or complaint or to file an appeal of a determination.
3. A student's use of the Ombuds Office does not substitute for a formal complaint or appeal procedure. While a student's use of the Ombuds Office is voluntary and shall not be a required step in the University's student complaint process, the University strongly encourages students to make use of services of the Ombuds Office in addressing their concerns and complaints.
4. The decision of the University official with final authority to address the written student complaint is the final University action for purposes of judicial appeal.

Authority

Sections 1002.21(5) and 1006.51, Florida Statutes

*BOG Regulation 1.001, University Board of Trustees Powers and Duties
BOG Regulation 6.011, Student Ombudsman*

History of Regulation

New 01/15/08; Amended 10/21/08; Amended 04/19/16; Amended 06/14/22

*Approved by Florida Gulf Coast University Board of Trustees
June 14, 2022*