

Grievance Procedure

If a student or applicant believes he/she has been unfairly treated, he/she may levy a grievance or complaint and appeal any policy, procedure or decision. Fort Myers Technical College is committed to providing prompt and equitable resolution of all student concerns. Grievances or complaints should first be discussed with the program instructor, then a school counselor, and finally a school administrator.

Grievances or complaints may also be submitted via a written form or letter, online, or in person. Grievance forms are located in the Student Services Office.

A grievance or complaint can range from an experience with, or treatment by, an employee to a matter relating to college facilities. There are two types of complaints:

1. Academic: Classroom, Library or Learning Support issues
2. Non-academic: Student Services (issues with Financial Aid, Advising or other departments), Auxiliary Services (food services) or Issues with FMTC services (buildings, parking lots, etc.)

Steps to file a complaint:

1. Seek direct conflict resolution whenever possible by communicating directly with the employee or instructor responsible for the service or area of complaint. In most cases, you will be asked to speak directly with the department head or administrator associated with the concern.
2. If you are not satisfied with the outcome of the initial interaction or you are not comfortable approaching the FMTC employee directly, fill out the complaint form.

When completing the complaint form, please provide as much information as you can.

What happens next?

1. Once you submit the complaint using the online form, your complaint will be forwarded to the appropriate administrator.
2. Within three business days of the submission of your complaint, FMTC will provide you with the findings of your complaint in writing.
3. If more than three days is needed to research and respond to your complaint, the administrator or designee handling your complaint will notify you.
4. Once the response to your complaint is received in writing, the complaint submitted will be considered addressed and closed.

What happens if you are not satisfied with the complaint resolution at the school level?

1. Contact the Director of Adult & Career Education, 2855 Colonial Blvd. Fort Myers, FL 33966, (239) 939-6300.
2. If you are not satisfied with the resolution at the district level, contact the Chancellor of Career and Adult Education at the Florida Department of Education, 325 West Gaines Street, Suite 734, Tallahassee, FL 32399, (850) 245-0446.
3. You may also contact the accrediting body for the school at: Council on Occupational Education, 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA, 30350, (770) 396-3898.

We encourage you to work through the FMTC internal complaint processes as the first step in filing a grievance or complaint. If you believe that your complaint has not been addressed satisfactorily, you may contact the following personnel at the Florida Department of Education for additional information:

Civil Rights & Disability Services Complaints

For additional information related to civil rights complaints alleging discrimination based on race, ethnicity, national origin, color, gender, age, marital status, genetic information, or disability, please contact:

Lynda Earls, Director of Equity and Civil Rights
Florida Department of Education
325 West Gaines Street, Suite 1544
Tallahassee, Florida 32399-0400
Telephone: 850-245-9468
E-mail: Lynda.Earls@fldoe.org

Financial Aid Complaints

For complaints related to financial aid, please contact:

Office of Student Financial Assistance
Florida Department of Education
325 West Gaines Street, Suite 1314
Tallahassee, FL 32399-0400
Telephone: 1-800-366-3475
Website: <http://www.floridastudentfinancialaid.org/>
E-mail: Osfa@fldoe.org

Or

Federal Student Aid Ombudsman
U.S. Department of Education
830 NE First Street, Fourth Floor
Washington, DC 20202-5144
Telephone: 1-877-557-2575
Fax: 202-275-0549
Website: <http://www.ombudsman.ed.gov/>

Other Complaints

For all other complaints, please contact:

The Florida Commissioner of Education
325 West Gaines Street, Suite 1554
Tallahassee, Florida 32399-0400
Telephone: 850-245-0505
Commissioner@fldoe.org

Public Complaints

There are additional state and federal agencies and organizations for filing complaints after all recourses at the school level have been exhausted and you believe your complaint warrants additional investigation. These include:

For student and general public complaints alleging discrimination, contact:

Office for Civil Rights, U. S. Department of Education

Atlanta Office

61 Forsyth St. S.W., Suite 19T70

Atlanta, GA 30303-3104

Telephone: 1-800-421-3481

Fax: 404-562-6455

TDD: 877-521-2172

E-mail: OCR.Atlanta@ed.gov

Employment Complaints

For complaints related to employment, contact:

Florida Commission on Human Relations

2009 Apalachee Parkway

Oakland Building, Suite 100

Tallahassee, FL 32301-4857

Telephone: 850-488-7082

Fax: 850-488-5291

Website: <http://fchr.state.fl.us>

E-mail: fchrinfo@fchr.myfloroida.com

Also:

U. S. Equal Employment Opportunity Commission

Miami District Office

One Biscayne Tower, Suite 2700

Miami, FL 33131

Telephone: 1-800-669-4000

Fax: 305-808-1855

TTY: 1-800-669-6820

Website: <http://www.eeoc.gov/miami/area.html>

Disability or Accessibility Complaints

For complaints related to disability or accessibility:

Disability Rights Section, Civil Rights Division

U.S. Department of Justice

950 Pennsylvania Ave., NW

Washington, D.C. 20530

Telephone: 1-800-514-0301

Fax: 202-307-1198

TTY: 1-800-514-0383

Website: <http://www.justice.gov/crt/>

Lastly, you also have the right to obtain services of an attorney at your expense.