



COMPLAINT PROCEDURE

The policy of Daytona College is that all student concerns should be addressed immediately. In that endeavor, this institution has an open-door policy. If a student has a concern, as a first step, that individual should consult with the instructor to resolve the issue as quickly as possible. If the concern is of a nature in which you would not feel comfortable talking with your instructor, please look to the appropriate college official. If within two days of the incident or situation and the matter is not resolved, the student should then present the matter (grievance) in writing, signed by the student, to the college Director. Within one day of receipt of this document, the Director or designated official will schedule a meeting with the student to resolve the issue. All complaints must be in writing and signed by the student.

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 the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. 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 & Colleges, 2101 Wilson Boulevard, Suite 302, Arlington, VA 22201. (703)247- 4212 www.accsc.org. A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting Mrs. Tonya Wright, Associate Director or online at www.accsc.org.

Daytona College provides prospective and current students with contact information for filing complaints with the appropriate state agency. If the student is not satisfied with the outcome of the complaint after exhausting the internal grievance process and ACCSC grievance process. The student can contact:

Commission for Independent Education

325 W. Gaines Street, Suite 1414 Tallahassee, FL. 32399-0400

E-mail: cieinfo@fldoe.org Or Fax: 850-245-3238

Distance Education students who have completed the internal institution 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 the FL- SARA Complaint Process page at [https://www.fldoe.org/sara/ student-concerns.stml](https://www.fldoe.org/sara/student-concerns.stml). The email address is FLSARAINfo@Fldoe.org