

GRIEVANCE PROCESS OVERVIEW *GENERAL*



McFatter Technical College

School

- Student has an informal meeting with the staff member involved in alleged unfair action.
- If issue is resolved, stop here. If issue is not resolved, move to the next step.

School

- Student submits the completed grievance form to the Principal/Director per the instructions located on the grievance form.
- If issue is resolved, stop here. If issue is not resolved, move to the next step.

District

- Student contacts the Director/Designee of the Office of Service Quality.
- If issue is resolved, stop here. If issue is not resolved, move to the next step.

District

- Student contacts the Superintendent of Schools Office.
- If issue is resolved, stop here. If issue is not resolved, move to the next step.

State & Federal

- There are several state and federal agencies and organizations for filing a complaint after all recourses have been exhausted and the student believes the complaint may warrant additional investigation.
- Refer to the BTC Student Handbook for details.

For the full grievance policy and procedures, refer to the Broward Technical College (BTC) Student Handbook www.browardtechnicalcolleges.com/btc-student-handbook. The grievance form is available at www.mcfattertechnicalcollege.edu

GRIEVANCE PROCESS OVERVIEW *DISABILITY SERVICES*



McFatter Technical College

School

- Student has an informal meeting with the staff member involved in alleged unfair action.
- If issue is resolved, stop here. If issue is not resolved, move to the next step.

School

- Student submits the completed grievance form to the Principal/Director per the instructions located on the grievance form.
- Principal/Director submits the Grievance Resolution Notice to the Equal Educational Opportunities (EEO)/ADA Compliance Department prior to notifying grievant of resolution.
- If issue is resolved, stop here. If issue is not resolved, move to the next step.

District

- Student contacts the Superintendent of Schools Office and request an impartial hearing with the Equal Educational Opportunities (EEO)/ADA Compliance Department.
- The EEO/ADA Compliance Department will conduct an investigation and make a determination.

State & Federal

- There are several state and federal agencies and organizations for filing a complaint after all recourses have been exhausted and the student believes the complaint may warrant additional investigation.
- Refer to the BTC Student Handbook for details.

For the full grievance policy and procedures for disability services, refer to the Broward Technical College (BTC) Student Handbook www.browardtechnicalcolleges.com/btc-student-handbook. The grievance form is available at www.mcfattertechnicalcollege.edu



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