



# Grievance & Complaint Procedures

## NONDISCRIMINATION POLICY STATEMENT

*Full Sail University (the University) is committed to providing equal access to educational and employment opportunities regardless of race, color, religion, national origin, physical or mental disability, pregnancy, age, sex, sexual orientation, gender identity or expression, ancestry, familial status, spousal affiliation, medical condition, military veteran status, or any other characteristic protected by local, state or federal law.*

## DISCRIMINATION GRIEVANCE/COMPLAINT PROCEDURES

Full Sail has adopted an internal grievance procedure for prompt and equitable resolution of complaints that students have against other students, faculty, employees, or any other third party, and which allege any actions prohibited under Section 504 of the Rehabilitation Act of 1973 (Section 504) and the Americans with Disabilities Act (ADA), which prohibit discrimination on the basis of a disability; Title IV of the Civil Rights Act of 1964 (Civil Rights Act), which prohibits discrimination on the basis of race, color religion or national origin; and the Age Discrimination Act of 1975 (Age Discrimination Act), which prohibits discrimination on the basis of age, in any program or activity receiving federal financial assistance. This policy should also be used for resolution of complaints that allege actions prohibited by Title II of the Civil Rights Act, which prohibits discrimination in places of public accommodation on the basis of race, color, religion or national origin; and the Florida Civil Rights Act of 1992 (Florida Civil Rights Act), Section 760.08, which prohibits discrimination in places of public accommodation on the basis of race, color, national origin, sex, pregnancy, disability, familial status or religion.

This Discrimination Grievance/Complaint Procedure also applies to claims of harassment. For claims of sexual harassment, sex or gender-based discrimination, and sexual violence, complaints should be made in writing or verbally to the University's Title IX Coordinator: Shayne Cade, Director of Compliance & Title IX Coordinator, 3300 University Boulevard, Winter Park, FL 32792, 407-679-0100 ext. 8351 or titleIX@fullsail.com. Unlawful sexual harassment is unwelcome conduct of a sexual nature and can include sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature, which has the effect of denying, interfering with or limiting, on the basis of sex, the student's ability to participate in or receive benefits, services, or opportunities in Full Sail's programs.

Pursuant to the procedures outlined in this policy, Full Sail will take prompt steps to address and remedy the effects of a violation, including discrimination and harassment, and to prevent its reoccurrence.

## HARASSMENT AND HOSTILE ENVIRONMENT

Unlawful harassment on the basis of a protected characteristic (i.e., race, color, national origin, age, real or perceived physical or mental disability, pregnancy, familial status, religion, sexual orientation, gender identity or expression, military veteran status, or any other characteristic protected by federal, state or local law) is defined as intimidation or abusive behavior toward a student based on the student's protected characteristic, that creates a hostile environment by interfering with, limiting or denying a student's participation in or receipt of benefits, services or opportunities in Full Sail's educational programs.

Harassing conduct can take many forms, including verbal acts and name-calling, as well as nonverbal behavior such as graphic and written symbols, or conduct that is physically threatening, harmful or humiliating. When harassing behavior is sufficiently severe, persistent, or pervasive that it creates a hostile or abusive educational environment, it can violate a student's rights under Section 504, the ADA, the Civil Rights Act, the Age Discrimination Act or the Florida Civil Rights Act. A hostile environment may exist even if there are no tangible effects on the student where the

harassment is serious enough to adversely affect the student's ability to participate in or benefit from the educational program.

## COMPLAINTS

All Section 504, ADA, Age Discrimination Act, Civil Rights Act or Florida Civil Rights Act complaints, excluding those filed against the Director of Student Affairs, should be made in writing or verbally to Deborah Mills, Director of Student Affairs, 3300 University Boulevard, Winter Park, FL 32792, (407) 551-2024, ext. 8502. All Section 504, ADA and Age Discrimination Act complaints filed against the Director of Student Affairs should be made in writing or verbally to Garry Jones, President, 3300 University Boulevard, Winter Park, FL 32792, (407) 679-0100, ext. 8351.

## INSTRUCTIONS

The following procedures will be used for all grievances or complaints alleging violations of Section 504, the ADA, the Age Discrimination Act, the Civil Rights Act or the Florida Civil Rights Act:

- A complaint must be filed within 60 calendar days of the alleged violation, claim of discrimination or harassment, or claim of failure to provide reasonable accommodation.
- All complaints may be filed in writing or verbally to the appropriate individual listed above, and should state the name and address of the person(s) filing the complaint, and briefly describe the alleged violation.
- A formal investigation will follow the filing of the complaint if appropriate. This investigation will be conducted under the direction of either the Director of Student Affairs or the President, depending upon the nature of the grievance, and will normally be concluded within 60 business days. These procedures anticipate a thorough investigation, affording all interested persons and their representatives an opportunity to submit evidence (including documents and witnesses) relevant to a complaint.
- A written determination as to the investigative findings and a description of the resolution will be issued by either the Director of Student Affairs or the President, and a copy will be forwarded to the complainant and the respondent (if applicable) or any other interested party no later than 15 business days after its issuance.
- Upon completion of the investigation, either the complaining party or the respondent (if applicable) may appeal the written determination to the President of Full Sail in writing within 15 business days of the receipt of it. The appeal must contain a statement as to the reasons the appealing party disagrees with the determination, as well as any changes the appealing party requests. The President will consider the appeal and advise the parties (including the appealing party, the non-appealing party, and/or any other interested party) as to the President's answer, generally within 15 business days of the date the appeal is filed. An investigation will be considered complete either upon the expiration of 15 business days from the time the written determination (if no appeal is filed) or upon the issuance of the President's answer to an appeal.
- The Director of Student Affairs will maintain the files and records of Full Sail relating to any complaints filed.

<sup>1</sup> Any complaints which are withdrawn, or which are otherwise resolved, prior to Full Sail conducting or concluding an investigation will not be subject to a formal investigation.