

# RESOLUTION OF STUDENT ISSUES

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(College Policy: 6Hx28: 8-10: Student Academic Dispute and Administrative Complaint Resolution ([http://valenciacollege.edu/generalcounsel/policy/default.cfm?policyID=190&volumeID\\_1=8&navst=0](http://valenciacollege.edu/generalcounsel/policy/default.cfm?policyID=190&volumeID_1=8&navst=0)))

Valencia's administrative processes are designed to support student academic success and progress. If you have difficulty with Valencia's processes or procedures, please seek resolution by asking for assistance. It is best if you attempt to resolve your difficulty through the supervisory channels in the area in which you had your difficulty. If you are unable to resolve the issue at the first manager level, you may contact the staff member at the next level. The titles of staff members you may seek to address various issues are provided in the chart below; staff locations and phone numbers are available at [valenciacollege.edu/contact/directory.cfm](http://valenciacollege.edu/contact/directory.cfm) (<http://valenciacollege.edu/contact/directory.cfm>). You may also access our Student Dispute Resolution (<https://secure.valenciacollege.edu/students/disputes>) page to learn more about our policies and express your concern to the appropriate party through submission of an online report.

The Resolution of Student Issues chart ([http://catalog.valenciacollege.edu/resolutionofstudentissues/resolutionofstudentissueschart\\_2018.pdf](http://catalog.valenciacollege.edu/resolutionofstudentissues/resolutionofstudentissueschart_2018.pdf)) can be found at [http://catalog.valenciacollege.edu/resolutionofstudentissues/resolutionofstudentissueschart\\_2018.pdf](http://catalog.valenciacollege.edu/resolutionofstudentissues/resolutionofstudentissueschart_2018.pdf).