

Welcome to SPC Appeals & Complaints

What is an appeal?

St. Petersburg College values due process and fundamental fairness in its policies and procedures. Students may appeal certain determinations made and actions taken by the college according to the [Board of Trustees Student Grievances and Appeals Procedure](#). An **appeal** is a formal request asking for a change in a decision made.

- Academic appeals involve: Classroom, Library or Learning Support issues
- Non-academic appeals involve: Student Services (issues with Financial Aid, Advising or other departments), Auxiliary Services (bookstores, food services) or Issues with SPC facilities (buildings, parking lots, etc.)
- When submitting a grievance or appeal, please provide as much information and supporting documentation as possible.

To file an appeal, please select from the options below:

Academic appeals filed with the Academic Dean's office:

Grade Appeal – Award of Final Grade: Appeal the *final grade* you earn in a class. You may file this appeal after a final grade has been earned. You may not appeal grading on individual assignments or exams.

Appeal a final grade

Decision Regarding Reinstatement or Withdrawal from a Course or Program for Non-Academic Reasons: Seek reinstatement into a college course or academic program.

Appeal decision

Enrollment Status Change: Change the grading basis in a class that you are currently enrolled in from audit to credit or credit to audit while in progress during the semester.

Appeal a status change

Fourth Attempt: Enroll in a course for a fourth attempt if an extenuating circumstance prevented the successful completion of a previous attempt at the course. Students are not allowed to withdraw from a fourth attempt and must receive an earned grade for the fourth attempt.

File fourth attempt appeal

Appeal Grade of C or Better: Retake a course one time if you have already earned a grade of C or better in that course.

Appeal a grade of C or better

Non-Academic Appeals filed with the Business Office:

Administrative Drop: The course(s) is removed from the transcript due to an extenuating circumstance that prevented the student from successfully completing the class. Proper documentation is required for all administrative drops; appeals that lack proper documentation will be denied. Criteria for administrative drops include the following:

Administrative Drop

- **Student Medical** (Serious illness of student) – Supporting documentation must include a letter written by a licensed medical professional on letterhead and must include dates indicating that the student’s condition prevented the completion of the course(s).
- **Orders of active military duty** – Official documents of an involuntary call to active military duty must be provided.
- **Other Extenuating Circumstances** – Natural disasters, homelessness, or sudden tragedies that occurred while enrolled in the course(s) being appealed and prevented completion of the course(s).

Students may receive a refund for classes approved for an administrative drop if the courses were paid for by the student directly. Financial Aid recipients may have their awards adjusted due to the removal of the courses, and funds may be returned directly to the entity that paid the tuition and fees. In these instances, the student may receive a reduced refund or no refund at all. Appeals must be submitted within 60 days from the end of the term the course was taken.

Non-Academic Appeals filed with the Associate Provost’s office:

The Associate Provost will provide a decision in writing to the student within ten working days of the day the appeal was lodged.

Appeal for a late withdrawal

Late Withdrawal: Withdraw from a class after the last day to withdraw if an extenuating circumstance prevents you from withdrawing before the last day to withdraw. Submission of supporting documentation of extenuating circumstances within the appeal is strongly recommended and may be required.

Exclude Coursework from Grade Point Average Calculations: Remove coursework completed at least ten years earlier from grade point average calculations. This request will result in the removal of **all** coursework completed during the same and previous academic terms.

Appeal to exclude coursework from GPA

In-State Tuition on Third Attempt: Request to pay in-state tuition on the third attempt of a class if an extenuating circumstance prevented the successful completion of a previous attempt at the course. Submission of supporting documentation of extenuating circumstances within the appeal is strongly recommended and may be required.

Appeal for in-state tuition

Maximum Course Load: Appeal to enroll in more than 18 credits during the Fall or Spring term or more than 12 credits during the Summer term.

Appeal maximum course load

Admission or Readmission Decision: Seek admission to the college or readmission following a suspension or dismissal.

Appeal an admission or readmission decision

Appeal Americans with Disabilities Act (ADA) Complaint Resolution: Appeal the resolution of ADA complaint filed. This appeal will be reviewed by the Executive Director of Retention Services.

Appeal an ADA complaint resolution

Grievance: Appeal where an individual alleges that his or her rights have been violated without rational basis or done in bad faith. This is filed after a complaint is resolved and the student finds the resolution is unsatisfactory.

File a grievance

- Before lodging a grievance appeal, students are encouraged to seek an informal resolution with the employee in the department or course faculty directly responsible for the service or department of instruction. If there is a doubt as to the proper person to whom such grievances or appeals should be directed, the associate provost should be consulted for direction.
- If the matter is not resolved during the informal process, a student may file a formal grievance appeal using the non-academic form. When submitting a grievance or appeal, please provide as much information as possible.

What is a complaint?

A complaint can range from an experience with, or treatment by a college employee, to a matter relating to college facilities.

Steps to file a complaint:

1. Seek direct conflict resolution whenever possible by communicating directly with the college employee responsible for the service or area of complaint. In most cases, you will be asked to speak directly with the department or staff member associated with the concern.
2. If you are not satisfied with the outcome of the initial interaction or you are not comfortable approaching the SPC employee directly, submit your complaint to SPC using this online form.

File a complaint

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[Contact us](#)

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