

Addressing Concerns

If you have a concern with the timely and/or effective implementation of your accommodations, please contact your assigned Disability Resource Center (DRC) staff member. Upon notification, your assigned staff member will work with you and appropriate University personnel in an attempt to resolve your concern. If you feel your concern was not resolved satisfactorily or if you feel further attention is needed, you can schedule an appointment with the DRC Director or his/her designated representative. For complaints that are not satisfactorily resolved by the Disability Resource Center, students are encouraged to utilize the process described in the University of Florida Complaints policy below. If students have questions or concerns about general campus accessibility (e.g. access to campus facilities), please contact the [ADA Compliance Office](#) located at 916 Newell Drive by calling 352-392-1591.

University of Florida Complaints Policy

The University of Florida believes strongly in the ability of students to express concerns regarding their experiences at the University. The University encourages its students who wish to file a written complaint to submit that complaint directly to the department that manages that policy. A student who is unsure as to the official responsible for handling his or her particular complaint may contact the Ombuds office or the Dean of Students Office. For complaints that are not satisfactorily resolved at the department level or which seem to be broader than one department, students are encouraged to submit those complaints to one of the following locations:

[Ombuds](#)

31 Tigert Hall
352-392-1308

The purpose of the Ombuds office is to assist students in resolving problems and conflicts that arise in the course of interacting with the University of Florida. By considering problems in an unbiased way, the Ombuds works to achieve a fair resolution and works to protect the rights of all parties involved.

[Dean of Students Office](#)

202 Peabody Hall
352-392-1261

The Dean of Students Office works with students, faculty, and families to address a broad range of complaints either through directly assisting the student involved to resolve the issue, working with the student to contact the appropriate personnel, or referring the student to resources or offices that can directly address the issue. Follow up is provided to the student until the situation is resolved.

Additionally, the University of Florida regulations provide a procedure for filing a formal grievance in [Regulation 4.012](#).