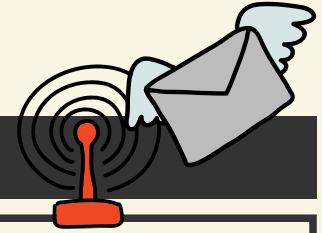


STUDENT COMPLAINT MATRIX

A **complaint** is problem or issue that may be academic or nonacademic which is submitted to Georgia Tech in writing. All Georgia Tech students, regardless of location, have access to our complaint services.



Georgia Tech Contact

Submission Method

Georgia Tech Contact	Submission Method
Academic Grievances	Kyla Ross, Assistant Vice Provost for Advocacy and Conflict Resolution Complaints about academic matters, including final course grade, can be reported using the Institute's Academic Grievance Form : If the student feels the grievance has not been resolved, they may request a formal hearing, in writing, at the school, college, or unit level, as applicable. http://www.catalog.gatech.edu/rules/20/
Academic Misconduct	Ronald Mazique, Director Complaints about academic misconduct may be filed with the Office of Student Integrity .
Academic Records & Student Info	Reta Pikowsky, Associate Vice Provost and Registrar Complaints about academic records that are protected by the Federal Educational Rights and Privacy Act (FERPA) must be submitted in writing to comments@registrar.gatech.edu .
Admissions - Graduate	Marla Bruner, Director of Graduate Studies Appeals for graduate admission decisions may be filed with the Office of Graduate Studies via the Help Desk Form .
Admissions - Undergraduate	Rick Clark, Director of Undergraduate Admission Appeals for undergraduate admission decisions may be submitted to admission@gatech.edu . The student may submit supporting documentation for the appeal by logging into the admission portal .
Campus Police	Rob Momon, Lieutenant Complaints regarding campus police may be filed using the Georgia Tech Police Department's webform .
Discrimination, Harassment, Title IX	Chris Griffin, Title IX Coordinator Complaints of sexual misconduct may be reported verbally or in writing by contacting the The Office of the Title IX Coordinator , 500 10th St. NW, Atlanta GA 30332-0620, (404) 385-5583, chris.griffin@gatech.edu . A form can be found here .
Financial Aid Determination & Eligibility	Marie Mons, Director of Scholarships and Financial Aid Appeals about financial aid eligibility and requests for an exception to financial aid must be submitted in writing following the policies and procedures found here . Appeals for cancellation of award(s) must be submitted in writing by following the steps outlined here .
Internships and Co-Op Programs	Andrea Comsa, Director of Co-Op and Experiential Education Clarence Anthony, Jr, Assistant Director of Graduate Career Development Appeals and requests by students for secondary review of a co-op or internship that fall outside the parameters of existing career center and OIE policies should follow details regarding the appeals process found on the career center website .
Non-Academic Misconduct	Ronald Mazique, Director Complaints against a student for non-academic misconduct violations of the Student Code of Conduct should be submitted to the Office of Student Integrity using the incident referral form .
Office of International Education	Amy Bass Henry, Executive Director Complaints regarding the OIE may be filed by accessing the webform .
Parking & Transportation	Sherry Davidson, Senior Director Appeals regarding a citation may be filed through Driver's Seat .
Residence Life	Sheree Gibson, Director Complaints about residence life facilities may be submitted in writing to facilities@housing.gatech.edu . Complaints regarding student conduct should be directed to the Hall Director or Area Manager, using the contact info provided on the residence life website .
Student Accounts	Gloria Kobus, Bursar Complaints about student accounts must be submitted in writing to ask@bursar.gatech.edu .
Student Disability Accommodations and ADA	Anne Jannarone, Director of Office of Disability Services Denise Johnson-Marshall, ADA Coordinator Complaints about obtaining or receiving student accommodations , should be submitted through the AIM Login . Complaints regarding accessibility on campus may be submitted via the ADA Grievance and Resolution form .
Student Organizations	Quincy Foster, Center for Student Engagement Complaints against a student organization for violation of the Student Code of Conduct should be submitted to the Office of Student Integrity using the incident referral form .

