

A **student complaint** is a written complaint, or written grievance submitted according to the methods outlined in the policies and procedures captured via the Student Complaint Matrix. The Student Complaints Policy is applicable to all students regardless of the student’s program location or learning modality.

Complaint About...	Contact	Submission Method
<p>Academic Accommodations; Accessibility Americans With Disabilities Act (ADA) and Section 504 services for students</p>	<p>Colleen Riggle, Associate Dean of Students (404) 894-2567, dsinfo@gatech.edu URL: disabilityservices.gatech.edu</p> <p>Denise Johnson-Marshall, ADA Coordinator, Equity & Compliance Programs, (404) 385-0733, dmarshall@gatech.edu URL: diversity.gatech.edu/equity-compliance</p>	<p>Complaints regarding obtaining or receiving student accommodations should be submitted in writing to dsinfo@gatech.edu.</p> <p>Complaints regarding accessibility on campus may be submitted via the ADA /504 Grievance Form.</p>
<p>Academic Grievances Disputes relating to assessment activities that contribute toward satisfaction of graduation requirements.</p>	<p>Kyla Ross, Assistant Vice Provost for Advocacy and Conflict Resolution (AVP-ACR), advocacy@gatech.edu, kyla.ross@gatech.edu, (404) 894-2863 URL: provost.gatech.edu/reporting-units/advocacy</p>	<p>Complaints relating to assessment activities that contribute toward satisfaction of graduation requirements may be reported using the online grievance form.</p> <p>If unresolved, students may request a formal hearing within the next term, in writing at the school, college, or unit level as applicable (catalog.gatech.edu/rules/19/).</p>
<p>Academic Records and Student Information Privacy of student records, designation of directory information, release of student records</p>	<p>Reta Pikowsky, Registrar’s Office (404) 894-4150, reta.pikowsky@registrar.gatech.edu URL: registrar.gatech.edu, comments@registrar.gatech.edu</p>	<p>Complaints regarding academic records that are protected by the Federal Educational Rights and Privacy Act (FERPA) must be submitted in writing to comments@registrar.gatech.edu.</p>
<p>Admissions – Graduate/Professional Programs Admissions requirements, application procedures</p>	<p>Nazanin Tork, Associate Director, Admissions & Recruitment Office of Graduate Education (404) 894-3090, nazanin.tork@grad.gatech.edu URL: grad.gatech.edu</p>	<p>Appeals for graduate admission decisions may be initiated by contacting grad.ask@grad.gatech.edu and requesting an appeal form in the student’s admission portal.</p>
<p>Admissions – Undergraduate Programs Admission requirements, application procedures</p>	<p>Mary Tipton Woolley, Interim Director, Undergraduate Admissions (404) 894-4154, marytipton.woolley@admission.gatech.edu URL: admission.gatech.edu</p>	<p>Appeals for undergraduate admission decisions may be initiated by contacting admission@gatech.edu and requesting an appeal form in the student’s admission portal.</p>

Complaint About...	Contact	Submission Method
<p>Behavior/Conduct of Students Disruptive behavior, academic dishonesty, bullying, hazing, incivility, other code of conduct violations; appeals</p>	<p>Ron Mazique, Associate Dean of Students & Director, Office of Student Integrity, (404) 413-1696, ronald.mazique@studentlife.gatech.edu; osi@mail.gatech.edu URL: osi.gatech.edu</p>	<p>Complaints regarding academic or non-academic code of conduct violations may be filed with the Office of Student Integrity (OSI): Academic Conduct Referral Form Non-Academic Conduct Referral Form</p>
<p>Discrimination, Harassment and Retaliation Complaints by students, employees, or 3rd parties due to race, religion, etc., under the non-discrimination policy: www.policylibrary.gatech.edu/employment/equal-opportunity-nondiscrimination-and-anti-harassment-policy</p>	<p><i>Complaints under the sexual misconduct policy:</i> Alexis Martinez, Interim Title IX Coordinator, Equity & Compliance Programs, (404) 317-2270, alexis.martinez@gatech.edu; titleix@gatech.edu URL: titleix.gatech.edu</p> <p><i>Complaints under ADA/504:</i> Denise Johnson-Marshall, ADA Coordinator, Equity & Compliance Programs: (404) 385-0733, dmarshall@gatech.edu URL: diversity.gatech.edu/equity-compliance</p> <p><i>For concerns other than those addressed above:</i> <i>Complaints against a faculty member:</i> Kyla Ross, Assistant Vice Provost for Advocacy & Conflict Resolution, (404) 894-2863, kyla.ross@gatech.edu, advocacy@gatech.edu URL: provost.gatech.edu/reporting-units/advocacy</p> <p><i>Complaints against a staff member:</i> Contact the unit's assigned HR Employee Relations representative, (404) 385-1111, employee-relations@ohr.gatech.edu URL: hr.gatech.edu/employee-relations</p> <p><i>Complaints against a student:</i> Ron Mazique, Associate Dean of Students & Director, Office of Student Integrity, (404) 413-1696, ronald.mazique@studentlife.gatech.edu; osi@mail.gatech.edu URL: osi.gatech.edu</p>	<p>Complaints under the sexual misconduct policy may be reported to the Interim Title IX Coordinator using the Sexual Misconduct Reporting Form.</p> <p>Complaints under ADA/504 may be reported to the ADA Coordinator using the ADA/504 Reporting Form.</p> <p>Complaints against a faculty member may be reported using the online grievance form.</p> <p>Complaints against a staff member may be reported in writing to the unit's assigned HR Employee Relations representative.</p> <p>Complaints against a student may be reported to the Office of Student Integrity using the Public Incident Report.</p> <p>Complaints other than sexual misconduct may also be filed with Georgia Tech's EthicsPoint website.</p>

Complaint About...	Contact	Submission Method
Fee Payment (Bursar) Tuition, fees, refunds, payment	Gloria J. Kobus, Bursar (404) 894-9396, gloria.kobus@business.gatech.edu URL: bursar.gatech.edu bursar.ask@business.gatech.edu	Complaints regarding student financial accounts must be submitted in writing to ask@bursar.gatech.edu .
Financial Aid Grants, loans, scholarships, federal work-study, Pell grants; questions about FAFSA; changes in family financial situation	Gina Summers, Interim Sr. Associate Director, gina.summers@finaid.gatech.edu finaid@gatech.edu URL: finaid.gatech.edu	Professional Judgement Appeals may be submitted in writing to finaid@gatech.edu or a student's caseload advisor.
International Students Transition to US, SEVIS compliance, intercultural education	Tina Rousselot de Saint Ceran, Director of International Student & Scholar Services, Office of International Education, (404) 894-7475, trdsc@oie.gatech.edu ; info@oie.gatech.edu URL: oie.gatech.edu	Complaints regarding the Office of International Education may be reported in writing using the webform .
Parking and Transportation Transit services, parking permits, and enforcement	Jerel Harris, Interim Asst. VP Parking and transportation (404) 385-0263, jerel.harris@ehs.gatech.edu URL: pts.gatech.edu	Complaints regarding Parking and Transportation Services may be submitted in writing to support@pts.gatech.edu . Citation appeals may be submitted online by visiting driverseat.pts.gatech.edu .
Residential Life Residential life activities and programs, roommate conflicts, resident assistants, and Residence Hall Associations	Sheree Gibson, Director of Residence Life, (404) 894-2472, sheree.gibson@housing.gatech.edu URL: housing.gatech.edu	Complaints regarding residence life facilities may be submitted online at the Housing Help Desk . Complaints regarding student conduct should be directed to the Hall Director or Area Manager .
Safety and Security Crime alerts, crime prevention and classes, campus safety, Clery reporting, safety escorts, emergency response and notifications, LiveSafe.	Rob Connolly, Chief of Police, Georgia Tech Police Department (404) 894-2500, robert.connolly@police.gatech.edu URL: http://police.gatech.edu/	Complaints regarding Georgia Tech Police may be submitted in writing to complaints@police.gatech.edu .
Student Organization Services/Student Life Clubs/organizations, registration and training for student organizations, fraternity and sorority life, leadership development, student media, hazing prevention, etc.	Kristina Clement, Associate Dean, Center for Student Engagement 404-894-1936, kristina.clement@studentlife.gatech.edu URL: http://studentengagement.gatech.edu/	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 .

Last Reviewed: March 21, 2024 by the Office of the Provost.