



GRIEVANCE/COMPLAINT DATA

PUDCJBR will maintain a grievance record that is used to monitor cases and improve all our internal procedures. This record is available through our webpage as part of the information for students and of the consumer information. The grievance record helps us to analyze information about grievance, conflict trends, personal and academic issues.

The result of any grievance gives the institution the opportunity to make changes and improvements when needed. Information about any grievance that is received, no matter if it was resolved immediately, will be provided to the Board of Directors. The Chief Executive Officer will be responsible of providing this information to the Board of Directors. The information will be discussed and analyzed in meetings. With the result of this analysis, we can implement changes and continue managing grievance procedure in an efficient manner.

PUDCJBR has received eight (8) formal complaints.

Last update: November 2023