

STUDENT COMPLAINT / GRIEVANCE POLICY

INTRODUCTION

PUDCJBR expects our students to demonstrate the highest standards of integrity and to conduct as professionals. At the same time, students expect faculty and staff members to demonstrate integrity while applying principles of fairness and respect.

When a student presents any grievance concerning faculty or staff members, they are taken very seriously and are treated with sensitivity and urgency. Students, future students, or alumni may complain about any situation in which they feel their rights have been violated, have NOT received adequate services from the institution on the part of any PUDCJBR staff, and or have NOT been treated with respect, dignity, or justice at PUDCJBR.

The affected person may initiate a complaint process as established in the Student Complaint/Grievance Policy. The aim of this policy is to provide processes that enable concerns to be addressed quickly, without fear of reprisal pertaining to the source of the concern as practicable.

SCOPE OF THE POLICY

The policy will apply to management of grievances arising between the following parties:

1. Student: student
2. Student: faculty or staff member
3. Student: external agency (e.g. Hospitals of clinical practice)

In relation to non-academic grievances, the term “complainant” applies to both, current students of PUDCJBR and persons seeking to enroll with PUDCJBR. At any time, complaints can be discussed with the person involved.

BEFORE A COMPLAINT

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. The concern can first be discussed with the Counselor,

who can direct and give the complainant some advice. If the concern still has not been resolved, a complaint can be made.

PRESENTING A COMPLAINT

If a person cannot resolve the issue informally and they wish to present a formal complaint, they should:

1. Fill out the Complaint form. It should detail the complaint and the steps that have been taken so far.

****Note:** Complaints on behalf of someone else will not be accepted, and it is important to understand that it is a serious procedure, and it will be investigated.

2. Be aware that the staff member, faculty, or person involved in the complaint will be informed that a complaint has been made against them or in relation to a decision they have made.

3. The Dean of Students Affairs will acknowledge receipt in writing within 5 days.

PROCEDURE

Before describing the procedure of complaints, it is necessary to understand there are two types of complaints:

- Academic complaint – these are the complaints that include issues related to the students' progress, assessment of student learning and curriculum.

- Non-academic' complaint – these are complaints that cover all other issues, including situations that are related to any personal information or situation related to student services, staff and/or any member of the university community.

During all stages of this procedure PUDCJBR will:

- Ensure that the complainant and any respondent will not be victimized or discriminated against.
- Ensure that the complainant has an opportunity to formally present their case and each party to a grievance.
- Ensure that the complainant may be accompanied and assisted by a support person at any relevant meetings
- Ensure that a full explanation in writing for decisions and actions are taken and presented as part of the process
- Immediately implement any decision and/or corrective action because of the complaint process.

- Guarantee that there is no cost to the complainant during the internal process of the complaint.

STEPS FOR A GRIEVANCE/COMPLAINT

- Stage one – informal grievance:

The student can discuss with any of the academic or PUDCJBR staff, including the Counselor or the Dean of Student Affairs, their grievance. If the matter is not resolved, then the student can present a formal grievance.

- Stage two – formal grievance

The student should complete the grievance/complaints form and include all supporting documents. The form can be downloaded from the PUDCJBR web site. Formal grievances must be submitted in writing marked with the attention of the Dean of Students Affairs as follows:

656 Avenida Ponce de León P-1, San Juan, P.R, 00918

drivera@eeapr.org

Receipt of the grievance will be acknowledged in writing. The grievance handling process will begin within ten (10) working days of receipt of the formal grievance. PUDCJBR will consider all reasonable measures to finalize the process in a timely manner.

If there is a preference to send formal grievance through email, the student must call to confirm the email address where the document must be sent.

Situations may vary and will be evaluate by the time of receiving the grievance by a special Committee as determined by the Dean of Students Affairs and proceed with the formal grievance.

GRIEVANCE/COMPLAINT OF ACADEMIC NATURE

If grievance is of an academic nature the following will be the complaint process:

- Once the grievance is received, the Dean of Student Affairs will inform the Program Director/Coordinator to handle the grievance. The Discipline Committee will be activated as needed for the process.

- The Program Director/Coordinator will seek to clarify the outcome that the complainant hopes to achieve. Such clarification may be sought by written request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them.

- The Program Director/Coordinator will then seek to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance. Every part will be notified of the complaint outcome.

INTERNAL APPEAL

- If a complainant is dissatisfied with the outcome of their formal grievance, the student may present an appeal to the Dean of Academic Affairs and Administration within fifteen (15) working days of receiving notification of the outcome of their formal grievance. The student must complete the appeal form (can be downloaded from PUDCJBR web site).
- The Dean of Academic Affairs and Administration will consult with the complainant and other relevant parties within ten (10) working days. Where possible, such consultations should take the form of face-to-face meetings. The complainant or the respondent may ask another person to accompany them to these interviews.
- The Dean of Academic Affairs and Administration will provide a written report to the complainant advising further steps to address the grievance, including the reasons for the decision, within ten (10) working days.
- If a complainant is dissatisfied with the outcome, they may present an appeal to the Chancellor within fifteen (15) working days of receiving notification of the written report to the complainant on the steps taken to address the grievance.
- The Chancellor will consult with the complainant and other relevant parties within ten (10) working days. Where possible, such consultations should take the form of face-to-face

meetings. The complainant or the respondent may ask another person to accompany them to these interviews.

- The Chancellor will provide a written report to the complainant advising on the further steps taken to address the grievance, including the reasons for the decision, within ten (10) working days. The report will further advise the complainant of their right to present an appeal to the Board of Directors.

- The Board of Directors will consult with the complainant and other relevant parties within ten (10) working days. Where possible, such consultations should take the form of face-to-face meetings. The complainant or the respondent may ask another person to accompany them to these interviews.

- The Board of Directors will provide a written report for the complainant.

GRIEVANCE/COMPLAINT OF NON-ACADEMIC NATURE

If grievance is of a non-academic nature the following will be the complaint process:

- Once the grievance is received, the Dean of Student Affairs will inform the Dean of Academic Affairs and Administration to handle the grievance.

- The Dean of Academic Affairs and Administration will seek to clarify the outcome that the complainant hopes to achieve. Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them.

- The Dean of Academic Affairs and Administration will then seek to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance.

The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.

INTERNAL APPEAL

If a complainant is dissatisfied with the outcome of their formal grievance, they may present an appeal to the Chancellor within fifteen (15) working days of receiving notification of the outcome of their formal grievance.

The student must complete the appeal form (can be downloaded from PUDCJBR web site).

- The Chancellor will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision.

- The Professional University Dr. Carlos J. Borrero Ríos will work to address the complaint within ten (10) days.

If a complainant is dissatisfied with the outcome of their formal grievance, they may present an appeal to the Board of Directors within fifteen (15) working days of receiving notification of the outcome of their formal grievance.

The student must complete the appeal form (can be downloaded from PUDCJBR web

site).

- The Board of Directors will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision.

- The Professional University Dr. Carlos J. Borrero Ríos will work to address the complaint within three (3) months.

- If a complainant is dissatisfied with the outcome, they may present an appeal to: Puerto

Rico Board of Post-Secondary Institutions

PO BOX 19900 San Juan PR 00910-1900

The complainant should follow the steps presented by the Puerto Rico Board of Post-Secondary Institutions.

- If a complainant is dissatisfied with the outcome, they may also present an appeal to the Middle States Commission on Higher Education:

Middle States Commission on Higher Education (MSCHE) 1007 North

Orange Street 4th Floor, MB #166 Wilmington, DE 19801

GRIEVANCE HANDLING PROCESS TIMELINE

PUDCJBR will work responsibly to handle all grievances in ten (10) working days. If the student is dissatisfied with the outcome and decides to appeal, each appeal will be processed between 10 and 15 working days. The goal of PUDCJBR is to resolve every grievance 30 days from the day the formal grievance was received. If due to any situation beyond the university's control, for example, academic closure, atmospheric event, or illness of one of the parties, the process will be extended. Every part involved will be notified of final decision. Failure to follow the established process may result in a void complaint.

GRIEVANCE DATA AND RESULT OF INFORMATION

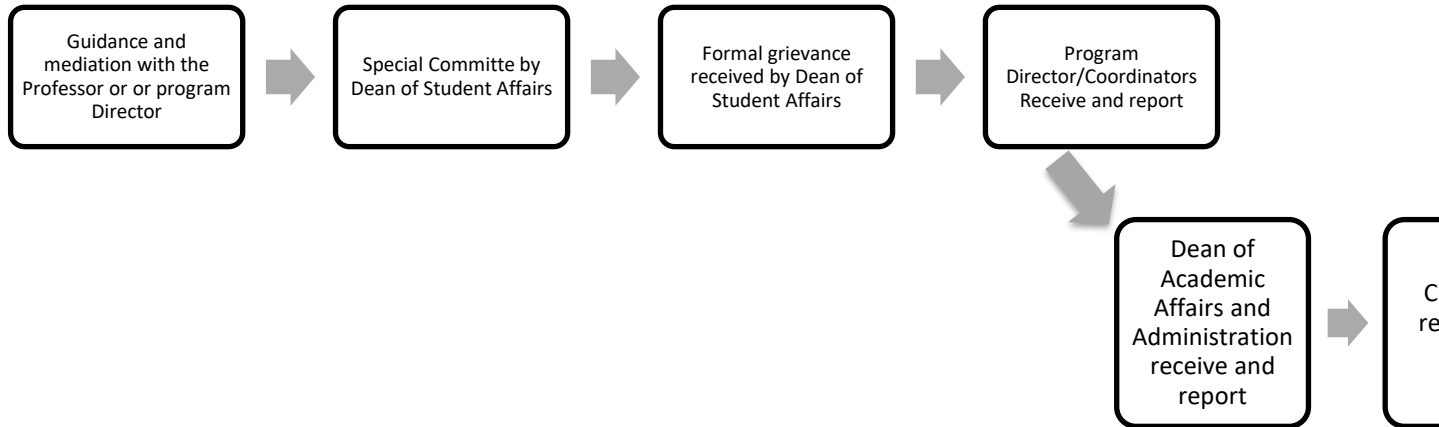
PUDCJBR will maintain a grievance record that is used to monitor cases and improve all our internal procedures. This record is available through our webpage as part of the information for students and of the consumer information. The grievance record helps us to analyze information about grievance, conflict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

The result of any grievance gives the institution the opportunity to make changes and improvements when needed. The information about any grievance that is received, no matter if it is resolved immediately, will be provided to the Board of Directors. The Chancellor will be responsible for 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 procedures in an efficient manner.

RECORD KEEPING & CONFIDENTIALITY

An annual report of all grievances handled under this procedure will be presented and published through our web site beginning December 2017. The outcomes of all grievances will be maintained for a period of at least five years to allow all parties to the grievance appropriate access to these records. All records relating to grievances will be treated as confidential and it will be guarded by the Dean of Students Affairs.

GRIEVANCE POLICY PROCESS
Academic Nature Process



Non-Academic Nature Process



This policy will be effective since November 2017.

Updated: 2026

INTRODUCCIÓN

UPDCJBR espera que sus estudiantes demuestren los más altos estándares de integridad y conducta como profesionales. De igual manera, los estudiantes esperan que el profesorado y el personal demuestren integridad al aplicar principios de equidad y respeto.

Cuando un estudiante presenta alguna querrela relacionada con miembros de la facultad o del personal, esta se toma muy en serio y se maneja con sensibilidad y urgencia requerida por la situación. Los estudiantes activos, futuros estudiantes o exalumnos pueden presentar querellas sobre cualquier situación en la que consideren que se han violado sus derechos, que **NO** hayan recibido servicios adecuados por parte de la institución o de algún miembro del personal de UPDCJBR, y/o que **NO** hayan sido tratados con respeto, dignidad o justicia en UPDCJBR.

La persona afectada puede iniciar un proceso de querrela conforme a la Política de Querellas/Reclamos Estudiantiles. El objetivo de esta política es proporcionar procesos que permitan abordar las inquietudes con rapidez, sin temor a represalias relacionadas con la fuente de la inquietud, en la medida de lo posible.

ALCANCE DE LA POLÍTICA

Esta política aplica a la gestión de querellas que surjan entre las siguientes partes:

1. Estudiante: Estudiante
2. Estudiante: Profesor o miembro del personal administrativo
3. Estudiante: Agencia externa (por ejemplo, hospitales de práctica clínica)

En relación con querellas no académicas, el término “querellante” aplica tanto a estudiantes actuales de UPDCJBR como a personas que buscan matricularse en la institución. En cualquier momento, las querellas pueden discutirse con la persona involucrada.

ANTES DE PRESENTAR UNA QUERELLA

Se exhorta a los querellantes, siempre que sea posible, a resolver sus inquietudes o dificultades de manera informal con la(s) persona(s) involucrada(s). La situación puede discutirse inicialmente con el/la consejero(a), quien podrá orientar y brindar asesoramiento. Si la situación no se resuelve, entonces puede presentarse una querrela formal.

PRESENTACIÓN DE UNA QUERELLA

Si la persona no puede resolver el asunto de manera informal y desea presentar una querrela formal, deberá:

1. Completar el formulario de querellas. Este debe detallar la queja y los pasos que ya se han tomado.

- Nota:** No se aceptarán querellas presentadas en nombre de otra persona. Es importante entender que se trata de un proceso serio y que será investigado.
2. Tener en cuenta que el miembro del personal administrativo, profesor u otra persona involucrada será notificado de que se ha sometido una querella en su contra o relacionada con alguna decisión que haya tomado.
 3. El Decanato de Asuntos Estudiantiles acusará recibo por escrito dentro de un plazo de cinco (5) días.

PROCEDIMIENTO

Antes de describir el procedimiento de querellas, es necesario entender que existen dos tipos de querellas:

- **Querella académica:** incluye asuntos relacionados con el progreso del estudiante, la evaluación del aprendizaje y el currículo.
- **Querella no académica:** cubre todos los demás asuntos, incluyendo situaciones relacionadas con información personal, servicios estudiantiles, personal y/o cualquier miembro de la comunidad universitaria.

Durante todas las etapas del procedimiento, UPDCJBR:

- Asegurará que el querellante y cualquier persona señalada no sean victimizados ni discriminados.
- Garantizará que el querellante tenga la oportunidad de presentar formalmente su caso y que todas las partes involucradas sean escuchadas.
- Permitirá que el querellante esté acompañado y asistido por una persona de apoyo en cualquier reunión relevante.
- Proporcionará explicaciones completas por escrito sobre las decisiones y acciones tomadas.
- Implementará de inmediato cualquier decisión y/o acción correctiva resultante del proceso.
- Garantizará que no haya costo alguno para el querellante durante el proceso interno.

ETAPAS DEL PROCESO DE QUERELLA/RECLAMO

Etapas uno – Querella informal

El estudiante puede discutir su querella con cualquier miembro académico o del personal de UPDCJBR, incluyendo el/la consejero(a) o el Decano(a) de Asuntos Estudiantiles. Si el asunto no se resuelve, el estudiante podrá presentar una querella formal.

Etapa dos – Querella formal

El estudiante deberá completar el formulario de querellas/reclamos e incluir todos los documentos de apoyo. El formulario puede descargarse del sitio web de UPDCJBR. Las querellas formales deben presentarse por escrito, dirigidas al Decano(a) de Asuntos Estudiantiles a la siguiente dirección:

**656 Avenida Ponce de León P-1,
San Juan, P.R. 00918
correo electrónico: drivera@eeapr.org**

El recibo de la querella será confirmado por escrito. El proceso de manejo comenzará dentro de un plazo de diez (10) días laborables a partir de la confirmación de recibido. UPDCJBR tomará todas las medidas razonables para finalizar el proceso de manera oportuna.

Si el estudiante prefiere enviar la querella por correo electrónico, deberá llamar para confirmar la dirección electrónica correspondiente.

Las situaciones podrán variar y serán evaluadas al momento de recibirse la querella por un Comité Especial designado por el Decano(a) de Asuntos Estudiantiles.

QUERELLAS DE NATURALEZA ACADÉMICA

Cuando la querella sea de naturaleza académica:

- El Decano(a) de Asuntos Estudiantiles informará al Director o Coordinador del Programa para que atienda la querella.
- Se activará el Comité de Disciplina cuando sea necesario.
- El Director/Coordinador del Programa buscará aclarar el resultado que el querellante desea alcanzar.
- El Director/Coordinador intentará resolver la querella y presentará un informe escrito al querellante, notificando también su derecho a apelar internamente si no está satisfecho.
- Todas las partes serán notificadas del resultado.

Apelación interna (académica)

(Sigue el proceso escalonado ante el Decano(a) de Asuntos Académicos y Administración, Rectora y Junta de Directores, conforme a los plazos y procedimientos establecidos, incluyendo informes escritos y derecho a acompañamiento.)

QUERELLAS DE NATURALEZA NO ACADÉMICA

Cuando la querella sea de naturaleza no académica:

- El Decano(a) de Asuntos Estudiantiles notificará al Decano(a) de Asuntos Académicos y Administración.
- Se buscará aclarar el resultado esperado y resolver la querella.
- Se emitirá un informe escrito con los pasos tomados.

- El querellante podrá apelar a la Rectora y posteriormente a la Junta de Directores, conforme a los plazos establecidos.

Si el querellante continúa insatisfecho, podrá recurrir a:

Junta de Instituciones Postsecundarias de Puerto Rico

PO BOX 19900

San Juan, PR 00910-1900

O también a:

Middle States Commission on Higher Education (MSCHE)

1007 North Orange Street, 4th Floor, MB #166

Wilmington, DE 19801

CRONOGRAMA DEL MANEJO DE QUERELLAS

UPDCJBR trabajará responsablemente para manejar todas las querellas dentro de diez (10) días laborables. El objetivo es resolver cada querella dentro de treinta (30) días desde su recepción formal. El proceso puede extenderse por razones fuera del control de la universidad. Todas las partes serán notificadas de la decisión final.

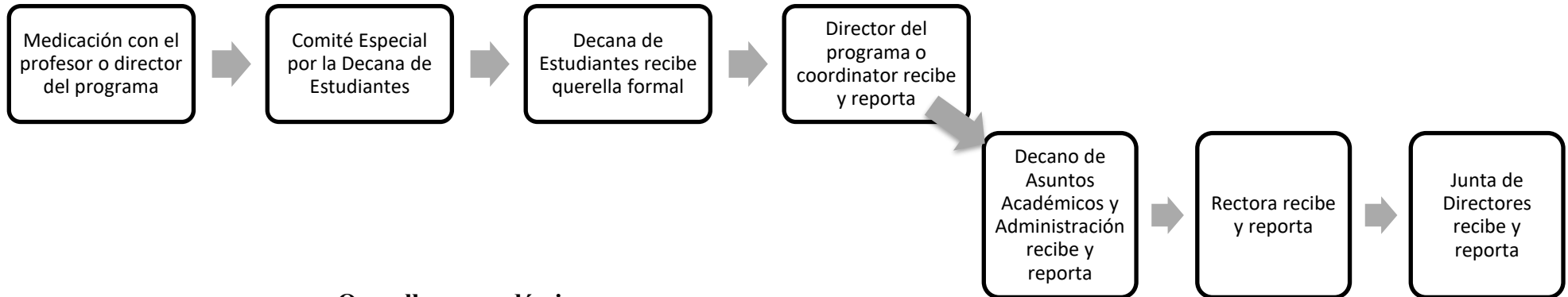
DATOS Y RESULTADOS DE LAS QUERELLAS

UPDCJBR mantendrá un registro de querellas para monitorear casos y mejorar los procedimientos internos. La información ayudará a identificar tendencias y promover mejoras institucionales. Todos los resultados serán informados a la Junta de Directores por medio de la Rectora.

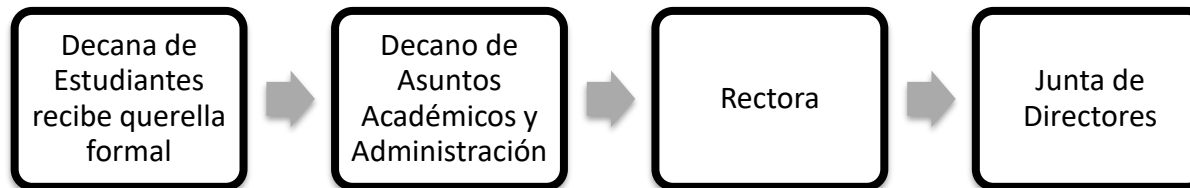
ARCHIVO DE DOCUMENTOS Y CONFIDENCIALIDAD

Un informe anual de todas las querellas será publicado en el sitio web a partir de diciembre de 2017. Los registros se conservarán por al menos cinco (5) años y serán tratados como confidenciales, custodiados por el Decano(a) de Asuntos Estudiantiles.

POLÍTICA DE QUERELLAS / RECLAMOS ESTUDIANTILES
Querella académica



Querella no académica



Esta política será efectiva a partir de noviembre 2017.

Revisada: 2026

