

ATTACHMENT 7

Regulation for the Licensing of Institutions of Postsecondary Education in Puerto Rico, No. 9272 of 2021

CHAPTER VIII - COMPLAINTS

ARTICLE 39- WHO MAY PRESENT COMPLAINTS

Any individual affected by an action of a Postsecondary Education institution that constitutes a violation to Reorganization Plan Number 6 of March 1, 2018, Regulation for the Licensing of Institutions of Postsecondary Education in Puerto Rico, No. 9272 of 2021, or to any of the terms of a license granted by the Board of Postsecondary Institutions (BPI), may file a complaint before the BPI. The complaint must be filed in writing, in original and copy thereof, signed under oath before a public notary by the complainant(s). This complaints procedure is not applicable to labor related disputes between academic and non-academic staff and the institution, or between students and faculty for such matters as academic work evaluation, disagreement with grades and others of equal nature. Prior to filing a complaint, pursuant to this Regulation, the complainant must exhaust the available procedures for the settlement of disputes, complaints or grievances, set forth in the rules, regulations and norms of the respondent institution.

ARTICLE 40- FORM AND CONTENT REQUIREMENTS

The written complaint and documents filed by the complainant must adhere to the following requirements of form and content:

1. All complaints must indicate the first and last names, mailing and residential address, and telephone number of the complainant. If there is more than one complainant, the information of each one must be included, as appropriate.
2. It must also contain a clear and concise statement of the facts on which it is based, as well as the specific indication of the provision(s) of law or regulation or term(s) of the license whose violation is imputed.
3. The complainant must indicate what measures or steps it has taken before the imputed institution related to the facts on which the complaint is based, including actions before institution officials and internal forums, and other administrative and judicial forums.

ARTICLE 41- PROCESS, Section 41.1- Notice to Respondent Party

Once a duly submitted complaint is received, the BPI will notify the chief executive officer of the respondent institution by mailing a copy of the complaint and, upon thirty (30) days of acknowledgment of receipt, will require response to it. If no response is received within the time granted, it will be considered as acceptance by the Institution of the allegations included in the complaint and actions will be taken pursuant to Article 42 of Regulation for the Licensing of Postsecondary Institutions in Puerto Rico, No. 9272 of 2021. It is obligation of the parties to

notify the BPI and other parties involved in writing with a copy of any communications or document generated during the complaint process.

Section 41.2- Investigation

If the BPI so deems it necessary; it may conduct its own investigation and require additional information of the parties.

ARTICLE 42- OFFICE DETERMINATION,

If the BPI deems that the complaint is without merits, it will notify the parties and it will proceed with the filing of the complaint.

Section 42.2- Mediation between the Parties

If the BPI so deems that the complaint is admitted, but that it does not constitute sufficient cause to affect the status of the license of the respondent party, or to take any other action contemplated in Reorganization Plan Number 6, of March 2018, as amended, or according to Regulation for the Licensing of Postsecondary Institutions of Education in Puerto Rico, No. 9272 of 2021, the BPI may, at its sole discretion, act as a mediator between the parties to attempt that a remedy is pursued regarding the situation that motivated the complaint.

Section 42.3- Action against the Institution

If the BPI so deems that there are merits to the complaint, it will notify the parties thus concluding the complaint procedure. The Office will initiate the necessary process pursuant to the facts stated and the applicable provisions according to Reorganization Plan Number 6, of March 2018, as amended and Regulation for the Licensing of Postsecondary Institutions in Puerto Rico, No. 9272 of 2021.



POSTSECONDARY EDUCATION COMPLAINT FORM

STUDENT INFORMATION

Full Name: _____ Date: _____
Last First M.I.

Address: _____
Street Address Apartment/Unit #

City State ZIP Code

Phone: _____ Cell Phone: _____

Work Phone: _____ Email: _____

Program of Study: _____ Date of Attendance: _____

How do you prefer we contact you?

- Home Work Cell Email

Institution Information

Institution Name: _____

Institution Address: _____

City: _____ State: _____ Zip code: _____

Complaint Information

1. Did you follow the institution's grievance procedures to resolve your complaint?
 Yes No If no, please explain: _____

2. How did you contact the Institution?
 Phone call In Person Letter E-mail other

Who did you contact? (List all the name and title)

3. Have you filed this complaint with other agency or organization? Yes No

If yes, give the agency or organization name:

4. Do you have an attorney? Yes No Name: _____

5. Please attach a statement describing the nature of the complaint. The statement should include a description of the events or circumstances upon which the complaint is based and all the supporting documentation for your complaints must be attached. Specify any pertinent dates, staff you dealt with, monies owed balances due, etc.

The information you provide will be used in efforts to resolve your complaint and will be shared with the institution. By submitted this complaint, you are giving the Board of Postsecondary Institutions to contact the schools officials to discuss a possible resolution to your complaints.

Signature of Complainant: _____ Date: _____

I, _____ a notary public in and for said state do hereby certify that _____, Whose name is signed to the writing above, has this day acknowledge the same before me.

Given under my hands this _____ day of _____, _____.

Notary Public

Stamp

BPI Use Only

Date: Received:

BPI Jurisdiction: Yes No

Classification of Complaint: AC Adm. Fin FA other

Send Information

Mail complaints with the associated documents to:

**Office of Registration and Licensing of Educational Institutions
PO Box 9023271, San Juan, PR 00902-3271**