UNIVERSIDAD POLITÉCNICA
SAN JUAN • ORLANDO • MIAMI

COMPLAINT PROCEDURE

Guidelines for Employees, Students or Visitors of the University

I. INTRODUCTION.

A. Any employee, student or visitor who thinks that his/her rights have been violated or discriminated against by an employee of Polytechnic University of Puerto Rico, has the right to file a written complaint.

II. PROCEDURE.

A. The complaint contains a concise statement of the incident that occurred and the conduct in which the respondent allegedly violated your rights as an employee, student or citizen, and the remedy required by the complainant.

B. If a student is filing a complaint:

- It will be received and investigated by the Associate Vice President for Enrollment Management and Student Services.
- If necessary, the President will appoint a committee to participate in the investigation of the case.
- The Associate Vice President for Enrollment Management and Student Services or the committee will interview all parties involved and inspect all documentation related to the matter under investigation.

C. If an administrative employee or visitor is filing a complaint:

- It will be received investigated by the Office of Human Resources using the established procedure.

D. If a faculty member or instructor is filing a complaint:

- It will be received investigated by the Vice President for Academic Affairs using the established procedure.
- If the vice president is not available, the faculty member, instructor or supervisor will contact the Office of Human Resources to deal with the complaint under strict confidentiality.

III. DECISION AND CONFIDENTIALITY.

A. Once the investigation is completed, the outcome will be shared only with the relevant members of management that make decisions on the case under investigation.

IV. APPEAL.

A. If not satisfied with the action taken, either party may appeal in writing to the President of the University; this must be done within ten (10) working days of being informed of the outcome of the investigation.

B. If during the investigation process the complainant freely and voluntarily withdraws the complaint, the procedure will be considered as terminated.

C. If the President does not respond to the complainant within twenty (20) working days following the submission of the appeal, it will be understood that the appeal is declared unfounded.

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