

## How to file a complaint or claim?

To file a complaint or claim, you must complete the [institutional form](#) available through our Online Center for Academic and Student Support. Identifies the type of claim or complaint you want to submit:

1. Academic claim - It refers to a situation in a course or to the claim of a partial or final grade.
2. Non - academic claim - It refers to a situation with some service received or requested (Distance Education Department, Students Services, Registrar, Financial Aid, Bursar, etc.) or with a member of the university community (student, faculty, personnel).

Make sure to complete all the fields of the form and include the corresponding evidence. Your request will be channeled by a representative of your academic unit. The final determination will be notified by email. If you are not satisfied with the decision made, you can file an appeal through the following channels, as appropriate, following this order: Dean of Division, Dean for Academic Affairs, Chief Executive Officer of the academic unit, President of the University.

## Other available options

In the unlikely event that the request cannot be resolved internally, you could file a claim with the applicable licensing and/or accreditation authorities, in our case:

Junta de Instituciones Postsecundarias (JIP)  
PO Box 9023271, San Juan, PR 00902-3271 | (787) 722-2121  
[Procesos y formularios](#)

Middle States Commission on Higher Education (MSCHE)  
1007 North Orange Street  
4th Floor, MB #166  
Wilmington, DE 19801  
[Procesos y formularios](#)

National Council for State Authorization Reciprocity Agreements (NC-SARA)  
3005 Center Green Drive, Suite 130 Boulder, Colorado 80301 | (720) 680-1600  
[Procesos y formularios](#)

We encourage you to exhaust all possible avenues within the University to resolve your complaint. Any claim or complaint will be kept strictly confidential and will be channeled according to the established methods.