



Presidencia

# UNIVERSIDAD CENTRAL DE BAYAMÓN

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## **EXECUTIVE ORDER ADM 16-01**

January 20, 2016

**DEANS  
DIRECTORS OF ACADEMIC COLLEGES  
ADMINISTRATIVE DIRECTORS  
REGISTRAR  
FACULTY**

### **POLICY FOR HANDLING STUDENT GRIEVANCES**

#### **Introductions:**

UCB establishes this policy for addressing student grievances in order to enable our students to express their concerns and situations related to our offices and services. This policy is instituted to address any claim or grievance of violation of rights committed against a student.

#### **Definition of terms:**

1. Student - any person officially enrolled in courses or academic offerings at UCB.
2. Investigation - procedure for obtaining information to clarify the grievance filed.
3. Student Grievance - a written and oral expression by a student which presents a situation that affects the rights of the claimant.
4. Claimant - person filing the grievance.
5. Defendant - person against whom the grievance is filed.
6. Witness - Spectator of the facts presented in the grievance.

#### **Procedure:**

##### **Procedure for filing a student grievance:**

###### ***Step1:***

Students interested in filing a grievance will be referred to the Office of Student Affairs to complete the Grievance Form. The student will complete the document with a brief description of the issue or situation to be evaluated by the Dean who will then give the student the opportunity to present the grievance at a meeting.

If the grievance is of an academic nature, the student is to first present it at his or her Academic College. If the grievance is related to student services, the student is referred to the corresponding office to handle the situation and present possible solutions.

***Step 2:***

The Dean of Student interviews the student filing the grievance. If it is directly related to the violation of the student's rights as established in the Student Handbook or any provision of Institutional Policy, it becomes a process of grievance and investigation is in order.

***Step 3:***

The Dean of Student meets with the alleged defendant and requests a written statement of facts.

If the person who allegedly violated the student's rights is a member of the faculty or member of the administrative staff, he or she will be summoned to the Office of Student Affairs before the Director of Human Resources and the Director of the Academic College or Academic Unit.

***Step 4:***

If after interviews and declaration of statements of the witnesses, it is determined that any section or provision of the Student Handbook was violated, the student who filed the grievance is notified verbally and in writing. The Dean will refer the case to the Guidance and Counseling Center to channel situations for both sides, if necessary. When the grievance process is complete, the student receives the evaluation form.

***Step 5:***

If a faculty member violates the student's rights, according to policies and the Student Handbook, he or she will be referred to the Dean of Academic Affairs, who will interview the professor or designated person and establish the penalties according to the Faculty Handbook. If anyone from the administrative staff violates a student's rights, he or she will be referred to the Office of Human Resources for the corresponding disciplinary process.

If a student violates the rights of another student, the case will be presented at the Office of Student Affairs and the penalty is determined according to the Student Handbook. In the case of a more serious misconduct that may lead to an expulsion, the Dean of Students will call a meeting with an Adhoc Committee. The Committee shall inform its decision to the Dean of Students and the results are presented to the President.

**Step 6:**

If the student does not agree with the decision of the committee, the student may appeal in writing to the President within a period of ten business days. The letter must present the reasons for the appeal.

**Step 7:**

The President will issue a decision no later than fifteen business days after the appeal is submitted. The determination of the President shall be final.

**DISCIPLINE FILE**

Student disciplinary records or other confidential matters are kept separate from academic records and are kept under the custody of the Dean of Student Affairs.

**Effective:**

This policy shall take effect immediately and supersedes any other guidelines, rules, policies or procedures that are in contrast to the provisions herein.

Approved:



Lillian Negrón Colón, Ph.D.  
President

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