



Presidencia

UNIVERSIDAD CENTRAL DE BAYAMÓN

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PROCESS TO MAKE INQUIRIES AND/OR COMPLAINTS BEFORE THE LICENSING AND ACCREDITATION AGENCIES

The Central University of Bayamón (UCB) has a license to operate as a higher education institution in Puerto Rico granted by the Board of Postsecondary Institutions (formerly the Puerto Rico Education Council) and is accredited by the Middle States Commission on Higher Education (MSCHE).

The Central University of Bayamón has the Policy for the Management of Student Complaints and Grievances, the Student Regulations - Article XIII – Process for Student Complaints and Grievances, and the Policy and Protocol for the Management of Complaints under the Provisions of Title IX. These policies are designed to facilitate the process of presenting complaints, grievances or concerns for the university community. In turn, UCB encourages the university community to use these mechanisms and to contact the corresponding unit or department if they have any complaints or concerns. On the other hand, and in addition to these internal mechanisms, the Board of Postsecondary Institutions and the Middle States Commission on Higher Education also have processes to present complaints, concerns or problems, and it is the following:

Board of Postsecondary Institutions

Students and any interested person can file a complaint against UCB with the Board of Postsecondary Institutions (JIP) using the following link:

<https://agencias.pr.gov/agencias/cepr/inicio/Pages/querellas.aspx>

Middle States Commission on Higher Education (MSCHE):

The Middle States Commission on Higher Education will only consider complaints that are related to accreditation standards, affiliation requirements, and the policies and procedures established for accreditation of the Institution. Any student or person interested in filing a complaint can do so using the following link:

<https://www.msche.org/complaints/>