

## **INTERNAL PROCEDURE FOR MANAGING STUDENTS' COMPLAINTS OR GRIEVANCES TOWARD FACULTY**

### **Introduction:**

This procedure is intended to handle complaints or grievances from students toward the faculty that are not contemplated in the Student Regulations. Any student who wishes to file a complaint must do so within the same academic term in which the situation is experienced and must be resolved within a period not exceeding four (4) weeks from the date of submission of the complaint.

### **Procedure:**

1. The student will file his/her written complaint in a detailed and documented form to the Director of the Department (DD). This writing must include witnesses' names, if any.
2. In case the complaint is specifically of the DD, the student must submit the written complaint to the Dean of Student Affairs (DSA). The DSA will follow the steps established in this procedure.
3. Once the document has been delivered, the student will be informed that a copy of the complaint will be given to the professor involved.
4. The DD will inform the professor involved about the complaint and provide him/her with a copy of it.
5. The professor will submit to the DD, his/her argument in written form with the corresponding details and documentation. A copy of the response will be provided to the student complainant.
6. If the student decides to continue with the process, he/she must submit a letter with the reasons.
7. The DD will coordinate a meeting between the professor and the students to try to resolve the conflict. It is at the discretion of the DD to convene the meeting on an individual basis, if necessary.
8. If the situation is resolved, the DD will submit to the DSA an official report with the results, agreement, and recommendations.
9. If no agreement is reached, the DD will coordinate a meeting with a mediator approved by the parties.
10. If the student is not satisfied with the results of the intervention with the mediator, he/she must appeal in writing to the DSA.

11. In case of an appeal, the DSA will constitute an ad hoc committee formed by two (2) faculty members, and one (1) DD other than the program of the faculty member involved. This committee will be in charge of the final determination once the case and evidence from the parties has been presented.

Note: It is forbidden for a professor to take any retaliation against those students who exercise their right to complain and comply with this procedure.

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