

PROCEDURE FOR FILING COMPLAINTS BY UNDERGRADUATE AND GRADUATE STUDENTS OF THE PONTIFICAL CATHOLIC UNIVERSITY OF PUERTO RICO

Any student of the Pontifical Catholic University of Puerto Rico who considers that their rights as a student have been harmed by any member of the university community may file a complaint before the Vice President of Student Affairs by taking the following steps:

- Complete the Student Complaint form, which is available at the Vice Presidency of Student Affairs (VPAE) of the Ponce campus and through the *Acceso Pionero* portal.
- The VPAE is located in the Manuel González Pató Building - Office GP 212.
- The complaint must describe in detail the situation that motivated filing it.
- The situation raised in the complaint must be adequately documented according to the circumstances.
- In case of having witnesses regarding the situation presented, the student must indicate their name(s), phone number(s), and any other information that facilitates contact by the Vice President of Student Affairs or whomever they delegate to address the complaint.

Once the duly completed form is received at the Vice Presidency of Student Affairs, the matter will be investigated until its final resolution. The Vice President of Student Affairs shall have the prerogative to appoint an Ad Hoc Committee to address the complaint if considered necessary, or to refer the situation to the Institutional Disciplinary Committee.

In those circumstances where the student's complaint deals with any of the institutional policies that establish a special procedure, said procedure must be followed. Among them: the Zero Tolerance Policy for Disability Discrimination, Sexual Harassment Complaints, Law School Complaints, among others. Once received at the Vice Presidency of Student Affairs, they will be referred to the institutional committees constituted to investigate them until their final resolution or to the corresponding unit.

PROCEDURE FOR FILING COMPLAINTS BY STUDENTS OF THE PUCPR SCHOOL OF LAW

Any student of the School of Law who wishes to file a complaint before the Administration of the School of Law regarding a significant problem related to the study program, its compliance with the standards of the American Bar Association, or the conduct of its officials or students, must carry out the following steps:

- The complaint must be submitted in writing to the Associate Dean or the Assistant Dean of Student Affairs.
- The complaint must describe in detail the conduct, the program, or the process about which the student is complaining and demonstrate how it is related to the academic program of the School of Law and the School's compliance with a particular American Bar

Association standard, or any matter related to compliance with the PUCPR Student Regulations Norms that affect the student.

- The complaint must include the full name of the student presenting it, their institutional email, and their postal address for future communications related to the complaint.
- In the case of complaints about other matters not related to accreditation standards, it must be adequately documented, according to the circumstances.

The Associate Dean or the Assistant Dean who receives the complaint must acknowledge receipt of it within a term of three (3) working days counted from its receipt.

- Within a term of two (2) weeks counted from the acknowledgment of receipt, the Associate or Assistant Dean, or whoever they designate, must meet with the student or respond to the complaint on its merits.
- In the meeting or in the response to the complaint, the student must receive an answer, evaluation, or determination regarding the merits of their claim.
- If a deeper investigation is necessary, once said investigation is concluded, the student must receive a substantial response to the complaint or information on what measures the school is taking to address the situation within a term of two (2) weeks.

In case the student's complaint deals with any of the institutional policies that establish a special procedure, said procedure must be followed.

PROCESS FOR FILING COMPLAINTS RELATED TO DISABILITY DISCRIMINATION

The procedure for filing complaints regarding Disability Discrimination is as follows:

1. The procedure is initiated with the presentation of a complaint by sending an email to the Section 504 Coordinator at the following addresses: 504coordinator@pucpr.edu / 504hotline@pucpr.edu.
2. A complaint may also be filed before one of the following institutional officials designated by the institution:
 - Dr. Ada Kercadó Robles (aikercado@pucpr.edu) or Dr. Waddy Mercado (waddymercado@pucpr.edu).
3. The complaint or report must contain necessary information to be able to address it and take action or provide a remedy.
4. In the event that the complaint is received by an institutional official, it will be referred to the attention of the 504 Coordinator within a period that must not exceed two (2) days from its receipt.
5. The 504 Coordinator may interview any other person they understand may shed light for the prompt resolution of the complaint. The interview process must be completed within five (5) additional working days if meritorious, to obtain information deemed necessary.

If an agreement is reached, it will be set forth in writing, signed by both parties, and notified to:

- The parties,
- Office of Services for Persons with Disabilities,

- The dean of the college to which the professor is assigned, if the complaint is against a faculty member,
- Human Resources, if the complaint is against an administrative employee,
- Security Office, if the complaint is against a visitor or contractor.

In the event that an agreement is not reached and that from the interviews conducted a complexity can be identified that requires intervention or consultation with other bodies, the 504 Coordinator will refer their findings in the form of a formal complaint to the Ad Hoc Committee appointed to address it.

- The investigative process shall not exceed ten (10) working days from the referral of the complaint.
- The Ad Hoc Committee will issue a report to the 504 Coordinator with its conclusions and recommendations within a term that shall not exceed twenty (20) working days from the receipt of the complaint.
- The report will be endorsed by the 504 Coordinator and issued as a final resolution for immediate implementation within the three (3) working days following its receipt.

Any of the parties, complainant or respondent, who disagrees with the report on the determination and final resolution of the complaint, will have ten working days to file an appeal before the President.

PROCEDURE FOR FILING SEXUAL HARASSMENT COMPLAINTS BY STUDENTS

It will be the responsibility of whoever receives the complaint to channel the situation immediately so that provisional measures can be taken that serve to protect or avoid any harm to the complainant while the formal investigation process is carried out.

- Any student who considers having been the object of actions that may be considered sexual harassment by a student, faculty, administrative employee, non-academic employee, or visitor, shall submit a written complaint directly to Dr. Ada Kercadó Robles, Title IX Coordinator at the email aikercado@pucpr.edu.
- They must expose the facts that they allege constitute a violation of the Institutional Sexual Harassment Policy.
- The Institutional Committee in charge of investigating the situation will conduct the corresponding interviews.
- Once the interviews are concluded, the Committee will render a report to the Title IX Coordinator with its recommendations.
- The Title IX Coordinator will complete the process according to the particular circumstances of each case and in accordance with the institutional processes established for the resolution of situations of this nature.

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