

## **I. Purpose**

Establish the institutional rules and procedures governing the filing, investigation, and resolution of complaints submitted by any member of the EDP University community, including students, faculty, administrative and non-administrative staff (e.g., maintenance, security, contractors), and academic units, ensuring respect for fundamental rights, confidentiality, due process, and non-discrimination for all parties involved. This policy promotes a supportive learning environment in accordance with the standards of the Middle States Commission on Higher Education (MSCHE) and applicable federal laws.

## **II. Scope**

This policy applies to the entire university community of EDP University, including students, faculty, administrative, and non-administrative staff across all academic units, Campuses, and Branch Campuses. It covers complaints related to interpersonal conflicts, violations of institutional policies (including discrimination, harassment, or failure to provide accessibility), or situations requiring disciplinary or administrative intervention. This policy also applies to students enrolled in distance education programs, who may file their complaints using the Complaints and Grievances Institutional Form available at [www.edpuniversity.edu](http://www.edpuniversity.edu) to ensure accessibility under the Americans with Disabilities Act (ADA).

## **III. Definitions**

- a. **Complaint:** A formal or informal expression of dissatisfaction or a grievance submitted by a member of the university community.
- b. **Formal Complaint:** It is a formal (written or oral) expression of protest or dissatisfaction against an irregularity or lack of service on the part of the institution or administrative staff.
- c. **Complainant:** Person who files the complaint with the institution.
- d. **Party against whom the complaint is filed:** Person against whom the complaint is filed.
- e. **Disciplinary Committee:** A collegial body (formal committees) designated to investigate, process, and resolve formal complaints.

- f. **Retaliation:** Any adverse action taken against a person for having filed a complaint or grievance in good faith, participated in an investigation, or exercised their rights protected by this policy or by law.
- g. **Discrimination:** Unequal or unfavorable treatment based on protected characteristics such as race, color, national origin, sex, sexual orientation, gender identity, age, disability, religion, veteran status, or any other category protected by federal or state law. **Discrimination:** Unequal or unfavorable treatment based on protected characteristics such as race, color, national origin, sex, sexual orientation, gender identity, age, disability, religion, veteran status, or any other category protected by federal or state laws.
- h. **Harassment:** Unwelcome conduct based on a protected characteristic that creates an intimidating, hostile, or offensive environment, or that reasonably interferes with a person's academic or work performance.
- i. **Due process:** Guaranty that all parties involved receive adequate notice, an opportunity to be heard, the chance to present evidence, and an impartial, fact-based resolution.
- j. **Preponderance of the evidence:** Standard of proof used in institutional disciplinary proceedings, under which it is determined that the alleged facts are more likely than not to have occurred. This standard shall apply only to formal disciplinary proceedings and not to administrative complaints or service review processes.

#### **IV. Guiding Principles**

EDP University will address any complaint filed by a member of the university community in a fair, impartial, and confidential manner, in accordance with institutional policies and applicable manuals. The institution expressly prohibits any form of retaliation against individuals who file complaints in good faith.

In the event of any conflict between this Policy and any institutional manual, regulation, or procedure (including the Student Handbook, Faculty Handbook, or Employee Handbook), this Policy shall prevail, except where applicable federal or state law provides otherwise.

#### **V. Informal Student Procedure**

5.1 All complaints must be submitted in writing and signed, using the form available at

the Office of the Dean of Student Affairs, Branch Campus Director Office or through email for remote access.

5.2 The Dean's Office will evaluate the nature of the complaint and may convene meetings with the parties to clarify the facts and promote a voluntary resolution.

5.3 The informal process must be resolved within a maximum of five (5) business days from the date of filing. A reasonable extension will be permitted for complex or accessibility-related cases.

5.4 If a solution cannot be reached or if the nature of the case requires a formal investigation, the complaint shall be referred to the Disciplinary Committee.

5.5 Distance education students may complete and submit their complaint via the Complaints and Grievances Institutional Form available on the institutional digital portal, which will be automatically received by the Dean of Student Affairs for initial review.

5.6 If there is a valid reason, the university may take additional time to handle a case fairly, thoroughly, and accessibly, without that constituting a violation of this policy.

## **VI. Formal Student Procedure**

6.1 If the complaint is not resolved through the informal procedure, the complainant must submit a written statement of the facts, dated and signed, to the Office of the Dean of Student Affairs.

6.2 The Disciplinary Committee, composed of at least five (5) appointed members (including diverse representation from the university community), shall initiate an investigation, ensuring confidentiality and equitable treatment for both parties.

6.3 The Committee shall notify the parties involved, granting them a period of ten (10) days to respond.

6.4 After the response period, the Committee will convene a hearing within the next ten (10) business days.



**Grievance Policy and Procedures  
(management and submission)  
001-2026**

6.5 At the hearing, both parties may present evidence, witnesses, and arguments. The applicable standard will be the preponderance of the evidence.

6.6 The Committee shall issue a written report with its findings and recommendations to the Associate Vice President for Student Affairs within five (5) days of the hearing.

6.7 Complaints or disciplinary matters related to the Sports Program (including violations of the Sports Program Regulations) shall be processed in accordance with this Policy, referring to the relevant Regulations for specific rules of sports conduct, eligibility, and minor sanctions, provided they do not contradict the principles of this Policy.

#### **VII. Decision and Appeal**

7.1 The final decision will be issued by the Associate Vice President for Student Affairs of EDP University and will be notified in writing to the parties by institutional email or certified mail.

7.2 Any party dissatisfied with the decision may request reconsideration within ten (10) days of notification by submitting a written request to the Provost.

7.3 The Provost's final determination shall be definitive within the institutional context.

#### **VIII. Branch Campuses**

If the student belongs to a Branch Campus, the Dean of Student Affairs role aligns with that of the Campus Director, who will coordinate with relevant academic units.

#### **IX. Incident or Crime Report**

9.1 Any student, employee, or visitor who is harmed or witnesses a criminal act on EDP University premises must immediately report it to the university security personnel contracted by the institution or to the Puerto Rico Police. Security personnel can be contacted through the reception desk, the intercoms in the hallways on the second, third, and fourth floors, or via the extensions published by the Campus or Branch



**Grievance Policy and Procedures  
(management and submission)  
001-2026**

Campus.

9.2 Matters related to the areas covered by Title IX should be directed to the Institutional Compliance and Title IX Coordinator or to the Office for Civil Rights (OCR) of the U.S. Department of Education. You may contact the Institutional Compliance and Title IX Coordinator by email at: [tu-apoyo@edpuniversidad.edu](mailto:tu-apoyo@edpuniversidad.edu) or telephone: 787-765-3560 ext. 1261. Annual Title IX training will be provided to all personnel.

Any complaint or allegation that falls within the scope of Title IX of the Education Amendments of 1972 shall be governed exclusively by EDP University's Title IX Institutional Policy and Procedures, even if the alleged facts may also constitute a violation of this Policy. In such cases, the procedures and standards established by applicable federal regulations shall prevail.

#### **X. Disciplinary Measures**

Applicable disciplinary measures will be imposed in accordance with current institutional policies and manuals, including the Student Handbook, the Faculty Handbook, and the Employee Handbook. Such measures may include, depending on the severity of the offense, a written reprimand, suspension, permanent expulsion, or other administrative sanctions, ensuring impartiality and non-discrimination.

#### **XI. Processes and Protocols for Situations and Complaints**

EDP University recognizes that, in addition to formal complaints, situations or grievances may arise related to academic, administrative, technological, or student support services. To ensure that these matters are handled appropriately, the following protocol is established:

11.1 Any situation or complaint may be submitted via the Complaints and Grievances Institutional Form available on the website [www.edpuniversidad.edu](http://www.edpuniversidad.edu). This form will allow you to classify the type of situation, identify the office or department concerned, and provide relevant details.

11.2 Upon receipt of the complaint, the Institutional Academic Dean of Distance Education will forward the information to the appropriate administrative unit for



**Grievance Policy and Procedures  
(management and submission)  
001-2026**

evaluation and response. The student will receive an acknowledgment of receipt via their institutional email.

11.3 Each receiving office shall investigate or address the situation within ten (10) business days and issue a documented response to the student and to the Dean of Student Affairs or the Institutional Academic Dean of Distance Education, as applicable.

11.4 If the person is not satisfied with the response received, they may request a review by submitting a written request to the Associate Vice President for Strategic Growth, who will coordinate the final review of the case.

11.5 All communications, documents, or evidence submitted as part of a complaint or situation will be handled with due confidentiality and in accordance with institutional privacy policies and federal laws such as FERPA.

## **XII. Employee Complaint Handling Protocol**

EDP University reaffirms its commitment to maintaining a respectful, safe work environment free from discrimination, harassment, or retaliation. This protocol establishes the institutional procedure for addressing, investigating, and resolving complaints submitted by faculty, administrative, non-administrative, or support staff through the Human Resources Department. It includes complaints from academic units.

### **12.1 Filing the Complaint**

Any employee who wishes to file a complaint in person or by institutional email addressed to the Human Resources Office.

The complaint must include a detailed description of the facts, the relevant dates and locations, the individuals involved, and any documents or evidence supporting the claim.

### **12.2 Acknowledgment and Preliminary Assessment**

Upon receipt of the complaint, the Director of Human Resources shall acknowledge

receipt to the complainant within no more than five (5) business days and shall initiate a preliminary evaluation to determine whether it warrants a formal investigation.

### 12.3 Formal Investigation

If an investigation is warranted, the Human Resources Department will appoint an internal investigator or committee to gather information, interview the parties, and evaluate the evidence presented. During this stage, confidentiality, impartiality, and due process will be guaranteed.

### 12.4 Protection Against Retaliation

EDP University prohibits any form of retaliation against any person who, in good faith, files a complaint or participates in an investigation. We refer to our Whistleblower Policy, which strictly prohibits retaliation against any employee, student, contractor, or other stakeholder, ensuring they feel safe reporting inappropriate, fraudulent, or illegal conduct without fear of retaliation.

### 12.5 Report and Determination

Once the investigation is completed, Human Resources will prepare a report of findings and recommendations, which will be submitted to the Vice President of Administration and Technology, who will determine the appropriate corrective or disciplinary actions.

### 12.6 Notification to the Employee

The complaining employee will receive the final decision in writing within five (5) business days after the final determination.

### 12.7 Reconsideration

If the employee is not satisfied with the decision issued, they may submit a written request for reconsideration to the President of EDP University within ten (10) calendar days of notification of the decision.

### **XIII. Document Safeguarding**

The Office of the Dean of Student Affairs and the directors of the Branch Campuses shall maintain an individual file for each complaint or incident received, containing the complainant's pertinent information, a description of the facts, witnesses, and measures taken. When the incident constitutes a crime, notification to state or federal authorities is mandatory. These documents must be retained for a period of seven (7) years.

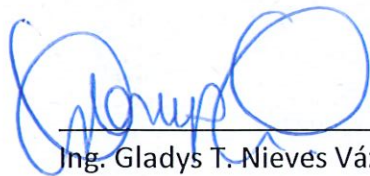
Access to complaint files will be strictly limited to authorized personnel with a legitimate institutional need, in accordance with the Family Educational Rights and Privacy Act (FERPA) and other applicable laws. Once the retention period has expired, the documents will be securely destroyed in accordance with institutional protocols for handling confidential information.

### **XIV. Review and Update**

This policy will be reviewed at least every five (5) years or whenever necessary due to institutional, regulatory, or state and federal legislative changes. It will include a periodic evaluation of its effectiveness, based on community feedback and resolution metrics. Responsibility rests with the Office of the Associate Vice President for Student Affairs, in coordination with the Office of the Associate Vice President for Institutional Compliance. Any amendment must be approved by the President of EDP University before it takes effect.

### **XV. Effective Date**

The Grievance Policy and Procedures (management and submission) shall take effect immediately upon signature by the President of EDP University of Puerto Rico.



Ing. Gladys T. Nieves Vázquez  
President  
EDP University of Puerto Rico

1/21/2026

Date

**COMPLAINTS AND GRIEVANCES INSTITUTIONAL FORM**

Complaint internal number

**Part I**

1. Name of complainant: \_\_\_\_\_
2. Student number (if applicable): \_\_\_\_\_
3. Address: \_\_\_\_\_
4. City/State/Zipcode: \_\_\_\_\_
5. Contact:  
  
Cellphone: \_\_\_\_\_  
  
Work phone: \_\_\_\_\_

**Part II**

1. Person against whom the complaint is being filed: \_\_\_\_\_  
  
 Student  
  
 Faculty  
  
 Administrative Personnel (staff)  
  
 Other: \_\_\_\_\_
2. Job title (position): \_\_\_\_\_
3. Area (if applicable): \_\_\_\_\_
4. Supervisor (if applicable): \_\_\_\_\_





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Complainant signature

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Date

Additional Details:

- Once you have completed the form, whether digital or printed, you are encouraged to share the information via email to [querella.estudiantil@edpuniversity.edu](mailto:querella.estudiantil@edpuniversity.edu) for student complaints and to [recursoshumanos.institucional@edpuniversity.edu](mailto:recursoshumanos.institucional@edpuniversity.edu) for faculty or administrative personnel complaints.
- If you choose the printed form, you must submit the document to your Dean of Student Affairs or Branch Campus Director (students) or Human Resources (faculty or administrative personnel)