**COMPLAINT AND GRIEVANCE PROCEDURES**

The Puerto Rico State Agency for the Approval of Public Postsecondary Occupational and Technical Education Programs and Institutions, (hereinafter PRSAA), is an independent unit of the Department of Education responsible for evaluating the quality of education in public postsecondary occupational and technical education programs or institutions through standards for accreditation in compliance with the Policies and Procedures established.

The purpose is to provide a mechanism to present claims or complaints that may constitute noncompliance with accreditation standards and may affect the quality of education or the students enrolled in the institution or program.

1. The PRSAA will review the complaint or grievance within 5 working days to determine that includes the name (s) of the complainants, contact information, complaint or grievance data regarding the quality of the education in postsecondary institutions or programs.
2. In case information is missing, the complainant will be contacted by email or telephone to submit the information in five (5) working days. If the information is not received, the complaint will be filed.
3. Once the information is completed, the PRSAA will determine if the complaint or grievance is related to non-compliance with the accreditation standards.
4. If related, will proceed to gather information from the institution or program. The institution will have (5) working days to submit any requirements.
5. If unrelated, the complainant or aggrieved party will be notified that the claim has been closed.
6. The PRSAA will have 15 working days to review the evidence presented by both parties. During this period, it may visit the institution or program and or conduct interviews with staff or students.
7. Completed the evaluation:
8. If there is non-compliance with the accreditation standards, the PRSAA will request a Corrective Action Plan from the Institution and will monitor the progress, according to the Monitoring and Follow up procedure established in the Accreditation process.
9. If tis determined that does not constitute non-compliance with the accreditation standards, the complaint or grievance will be closed and filed.