



Universidad Ana G. Méndez
Florida Branch Campuses
Student Complaint and Grievance Policy

INTRODUCTION/PURPOSE

Universidad Ana G. Méndez (“UAGM” or the “University”) allows Students and Student Organizations the opportunity to issue feedback, complaints, and grievances in a timely manner without retaliation. The purpose of this policy is to outline the relevant complaint and grievance process.

This policy does not apply to the Student Code of Conduct, UAGM academic policies (including grade grievances), UAGM discrimination policies (including allegations related to Title IX), and appellate review of university decisions. Such grievances will be resolved under other applicable University policies.

STUDENT FEEDBACK AND COMPLAINTS

UAGM is committed to ensuring that all students and student organizations, receive access to fair, equitable and timely grievance processes without retaliation. The purpose of this policy is to resolve complaints and grievances regarding decisions or actions that were made by employees or agents of the University.

1. A student has the right to seek a remedy for a dispute or disagreement through a designated complaint or grievance procedure.
 - a. Students should use all available informal means to have decisions reconsidered before filing a complaint or grievance.
 - b. No retaliation of any kind shall occur against a student for participation in a complaint or grievance.
 - c. These procedures shall be publicized to students annually in the UAGM Catalog and Student Handbook.
 - d. A student may complain concerning any university-related issue and discuss it with the appropriate UAGM employee as established in this policy.
2. Students must first pursue resolution of student concerns through the established campus-based administrative channels as outlined in the campus charts in the Academic Catalog.