



COMPLAINT PROCEDURE

INTRODUCTION

If a student believes that their rights have been violated, or that an action has been committed against them, by any member of the university staff, students, teaching and non-teaching employees, they may file a complaint with the Vice President for Student Affairs using the INCIDENT REPORT link.

Complaints related to student services

Complaints related to situations that affect the order, quality of life and environment of the University Community (*e.g., any type of discrimination, social condition, among others*) will be channeled through the Vice President for Student Affairs or referred to the Disciplinary Committee.

If the complaint is related to the use of drugs or alcohol, sexual harassment, discrimination based on race, color, age, sex, sexual preference, religion, nationality, marital status, physical appearance, political affiliation, physical impairment, origin or social condition, it will be addressed and processed according to the regulations, guidelines and provisions of the laws applicable to these matters.

Each complaint, incident, or claim received will be processed immediately and referred to the appropriate forum. All proceedings must be initiated within three (3) business days of receipt. A preliminary report must be submitted five (5) days after the investigation begins.

COMPLAINT PROCEDURE

1. Students who believe their rights as students have been violated by another student, faculty member, or administrator can access the following link:
INCIDENT REPORT.
2. Any teaching or non-teaching staff member who wishes to file a complaint against a student for alleged sanctionable behavior may access the aforementioned link and formally submit the complaint.
3. Once the complainant completes the electronic form and accepts the terms of use, the Vice President for Student Affairs will receive the complaint and proceed to coordinate an interview with the complainant and the respondent, as well as identify evidence

(documents, objects, electronic voice files, data, video, or photographs) related to the dispute. The Vice President for Student Affairs Students

You may refer the complaint to another administrator (*director, vice president, etc.*), to the Disciplinary Committee or to the Institutional Complaints Committee, if you believe that is the appropriate channel.

4. The Vice President for Student Affairs will ensure that space is provided for the parties to explore mediation.
5. Interviews for students in the distance learning program will be conducted by the Vice President of Student Affairs, the Director of the Distance Education Program, or their representatives via telephone or email. Interviews will be held by phone or videoconference.
6. If the allegation is proven, the Vice President for Student Affairs may do the following:
 - a. Minor sanctions will be imposed: the student will be notified in writing of the sanction imposed. Students who disagree may appeal to the Institution's Chief Executive Officer.
 - b. To impose more severe sanctions: These will be processed according to the General Student Regulations. Students who disagree may appeal to the Institution's Chief Executive Officer.
 - c. Refer the employee's conduct to the Vice President for Affairs Academics (Teachers) or the Chief Executive and the Human Resources Office (Non-Teaching Staff), so that they apply the corresponding procedure.
7. The Vice President for Student Affairs will place a restriction in the ECAMS system on any decision that involves a student sanction.