

Puerto Rico SARA Student Complaint Process

a. Please describe the state's process for handling student complaints about SARA-participating institutions.

Article 39, Regulation for the Licensing of Institutions of Postsecondary Education in PR, #9272 (2021).

Any individual affected by an action of a Postsecondary Education institution that constitutes a violation to Reorganization Plan Number 6 of March 1, 2018, Regulation for the Licensing of Institutions of Postsecondary Education in Puerto Rico, No. 9272 of 2021, or to any of the terms of a license granted by the Board of Postsecondary Institutions (BPI), may file a complaint before the BPI. The complaint must be filed in writing, in original and copy thereof, signed under oath before a public notary by the complainant(s). This complaints procedure is not applicable to labor related disputes between academic and non-academic staff and the institution, or between students and faculty for such matters as academic work evaluation, disagreement with grades and others of equal nature. Prior to filing a complaint, pursuant to this Regulation, the complainant must exhaust the available procedures for the settlement of disputes, complaints or grievances, set forth in the rules, regulations and norms of the respondent institution.

b. Web link for the state's SARA Student Complaints Process.

www.estado.pr.gov

c. Who is the contact person for receiving SARA student complaints?

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d. Clarifying comments: