



## STATE COMPLAINT REFERRAL INFORMATION

The University of Puerto Rico at Arecibo, is a higher education institution authorized to operate in Puerto Rico by the Board of Post-Secondary Institutions (formerly, Education Council of Puerto Rico).

Pursuant to the requirements of the US Department of Education and the Code of Federal Regulations §§34 CFR 600.9, all university institutions should make available to their students the procedures to file complaints should they believe that there have been violations to laws such as:

- Consumer protection state laws that cover, among others, fraud or false publicity.
- State laws or regulations related to the granting of licenses to post-secondary institutions;  
or
- Violations related to the quality of education or other licensing or accreditation requirements.

In compliance with Federal Requirements, the Arecibo Campus of the University of Puerto Rico has several mechanisms in place that allow students to file complaints related to the programs, activities, or operations of the institution. There are internal processes in place that must be used as a first recourse. If the student considers that the relevant internal not resolved the complaint satisfactorily, there is an additional external mechanism of the Board of Post-Secondary Institutions.

For further information and to access the complaint form of the Board of Post-Secondary Institutions, click on:

<https://agencias.pr.gov/agencias/cepr/inicio/Pages/Servicios.aspx>