



INTER AMERICAN UNIVERSITY OF PUERTO RICO
Guayama Campus
Office of the Dean of Students

**PROTOCOL FOR THE HANDLING OF COMPLAINTS THAT INVOLVE STUDENTS FROM
GUAYAMA CAMPUS THAT ARE STUDENTS OF DISTANCE LEARNING IN THE ORLANDO
CYBER STUDY CENTER AND INTER HUMACAO UNIVERSITY CENTER**

1. The student whose mode of study is distance learning and who understands their rights and / or prerogatives as a student has been violated by a faculty member or the administration of the Guayama Campus at Inter Humacao University Center or the Orlando Cyber Study Center can access the link: [Complaint Form](#).
 2. The member of faculty or administration who wishes to present a complaint against a student for allegedly punishable behavior, may access the aforementioned link and submit the claim formally.
 3. Once the complainant completes the electronic form and accepts the conditions of use, the Dean of Students will receive the complaint and proceed to coordinate interview with the complainant, the defendant, as well as to identify evidence (documents, objects, electronic files of voice, data, video or photographs) related to the controversy.
 4. The Dean of Students will provide space for the parties to explore mediation.
 5. Interview of students in distance mode and student of distance modalities of the Orlando Cyber Study Center will be contacted by the Dean of Students via telephone or by email. Interviews will be held through telephone conversation or videoconference.
 6. If the allegation is proven, the Dean of Students may:
 - a. Minor Sanctions: the student will be notified in writing of the sanction imposed. The student who does not agree may appeal to the Chief Executive Officer of the Guayama Campus. (Chapter V, Article 3, Section B, General Student Regulations, revised English version on October, 2016).
 - b. Major Sanctions: Will be processed according to Chapter V, Article 3, Section C, General Student Regulations (revised English version on October, 2016). The visit will be held by videoconference or another comparable alternative method. The student who does not agree can appeal to the President of the University.
- The Dean of Students will set a restriction in the Banner System to all students that prohibit entry to the university grounds (depending on the sanction applied) or other pertinent actions.
- c. Refer the behavior of the employee before the Dean of Academic Affairs (Faculty) or the Chief Executive Officer of the Guayama Campus and the Office of Human Resources (Non-Teaching Personnel), so they apply the corresponding procedure.