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COMPLAINTS AND CLAIMS POLICY

Prepared by	Reviewed by:	Approved by:
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Date: 15/09/2025	Date: 17/09/2025	Date: 17/09/2025

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1. PURPOSE

The purpose of this policy is to protect the privacy of student information and ensure it is collected, stored, and used responsibly in compliance with applicable laws. It applies to all students, faculty, staff, and third parties who access or process student data, including academic, personal, financial, health, and digital records. The policy safeguards against unauthorized access or disclosure and promotes trust, accountability, and respect for student rights.

In addition to ensuring privacy, this policy ensures that the complaint and claim management processes are transparent and accessible to all students, promoting an environment of trust, responsibility, and respect for student rights.

2. SCOPE

This policy applies to all students of the institution, as well as faculty, staff, and third parties who handle student information. It covers all forms of student data, including academic, personal, financial, health, and digital records, regardless of format or storage system.


3. DEFINITIONS

- **Academic Advisor:** Professional responsible for providing academic guidance, monitoring, orientation, and referrals as needed.
- **Student Typification:** Institutional classification of students based on academic status (e.g., new, regular, reinstated, withdrawn, suspended, expelled).
- **Student Experience:** The set of services, activities, interactions, and support a student receives throughout their academic life and Alumni stage.
- **Student Services:** Areas of support such as well-being, academic advising, financial aid, employability, technology, among others.
- **Complaint:** Expression of dissatisfaction by the student regarding a service received, the attention, treatment, or an institutional process.
- **Claim:** Formal manifestation of nonconformity related to the breach of a commitment, process, regulation, or student right.
- **SLA (Service Level Agreement):** Agreement that establishes the maximum response and resolution times for requests, complaints, and claims.
- **FERPA:** U.S. federal law protecting the privacy of student records.
- **Help Center:** Institutional digital platform for administrative or academic requests.

4. REGULATORY DOCUMENTS

Includes external and internal regulations to ensure quality, such as:

- Non-Discrimination Law (Title VI, Title IX, ADA): "U.S. Department of Justice. (1964). Civil Rights Act of 1964."
- Inclusion and Diversity Policies in Schools: "U.S. Department of Education. (2020). The Civil Rights Data Collection (CRDC)."
- Diversified Student Experience: "U.S. Department of Education. (2021). Guidelines for promoting student diversity in higher education."
- Multicultural Education and Cultural Sensitivity: "U.S. Department of Education. (2019). Cultural competence standards in education."

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- Diversity in Hiring and Academic Programs: "U.S. Equal Employment Opportunity Commission. (2021). Affirmative Action and Equal Opportunity Employment."
- Support Programs for Students from Vulnerable Groups: "U.S. Department of Education. (2020). Individuals with Disabilities Education Act."
- Privacy and Data Protection Law (FERPA): "U.S. Department of Education. (2021). Family Educational Rights and Privacy Act (FERPA)."
- Professional Experience and Volunteering Programs: "U.S. Department of Labor. (2021). Youth Employment and Labor Standards."
- Digital Accessibility and Inclusion: "U.S. Access Board. (2021). Section 508 Standards and Guidelines."

3. GENERAL AND SPECIFIC POLICY

3.1. POLICY STATEMENT

Continental Florida University affirms its commitment to safeguarding the confidentiality, integrity, and lawful use of student information. All students, faculty, staff, and third parties are expected to respect and comply with the principles outlined in this policy. The institution declares that student data will be managed with transparency, fairness, and accountability, ensuring compliance with applicable laws and regulations, and fostering an environment of trust, equity, and respect for individual rights.

3.2. SPECIFIC GUIDELINES

3.2.1. Reception of Complaints and Claims

Complaints and claims may be submitted through the following channels: Help Center, institutional email, digital request platform, or with an Academic Advisor. All channels ensure traceability and an acknowledgment of receipt.

Additionally, it is ensured that each channel is assigned a unique case number, allowing for efficient and timely follow-up of the complaints.

3.2.2. Instructions for Students


Students receive clear guidance on how to file a complaint or claim through the Student Portal and the Help Center guides. Each registered case is automatically forwarded to the institutional email of the Student Experience Department, where it is reviewed, classified, and, if necessary, escalated to the corresponding area. The process ensures traceability and strict compliance with the response times established in the Service Level Agreements (SLA).

3.2.3. Response Times (SLA)

According to the interdepartmental Service Level Agreement (SLA), the service deadlines are as follows:

- Simple inquiries: immediate resolution.
- Operational requests: up to 48 business hours.
- Interdepartmental requests: up to 72 business hours.
- Complaints or claims to the Student Experience Department: up to 48 business hours.
- Complaints or claims to other areas: up to 72 business hours.

To ensure service efficiency and quality, the university also tracks response times through a centralized management system, continuously monitoring

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that responses are delivered within the timeframe defined by established SLAs.

3.2.4. Process Principles

The handling of complaints and claims is governed by the principles of confidentiality, impartiality, respect, fairness, right of reply, and due process. If a claim involves a faculty member or staff, their right to respond before the final resolution is guaranteed.

The complaint and claims management process is carried out with respect to the principles of fairness and transparency, which means that everyone involved in the process, from administrative staff to academic advisors, receives continuous training on ethics and complaint management, ensuring that the process is fair for all parties.

3.2.5. Escalation to External Entities

The policy informs students of their right to escalate claims to external entities, including state or federal authorities and the accrediting agency (DEAC), if they believe they have not received an adequate response from the institution.

3.2.6. Record Keeping

All records of complaints and claims, including communications, responses, and resolutions, will be stored in the institutional system for no less than five (5) years or until the next accreditation review, whichever is longer.


3.2.7. Responsibilities

- Academic Advisors: Guide students in filing a complaint or claim and ensure traceability.
- Student Experience Department: Centralize and follow up on complaints and claims.
- Academic Area: Resolve complex cases and issue final resolutions.
- All involved areas: Comply with the deadlines established in the SLA.

3.2.8. Communication and Continuous Improvement

The policy will be published on institutional platforms and shared with students and staff. It will be reviewed annually as part of the continuous improvement process and based on the results of complaint and claim reports.

La política de quejas y reclamaciones es revisada anualmente y forma parte de los procesos de mejora continua de la universidad. Esta revisión se realiza no solo para mejorar la eficiencia operativa, sino también para evaluar la satisfacción de los estudiantes y ajustar las políticas y procedimientos según sea necesario para satisfacer mejor sus necesidades.

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3.2.9. Complaint and claims regulations

The university ensures that students are informed through appropriate communication channels about the designated offices or instances where they can file complaints or grievances, in accordance with applicable regulations in higher education in Florida.

It is important to emphasize that all complaint and claim procedures are aligned with the current legislation in Florida and federal higher education regulations. The university ensures that all claims are managed in accordance with student data protection and privacy regulations, such as FERPA.

3.2.10 Complaint and Claims Process (Step-by-Step)

Continental Florida University has established a structured process to ensure that all complaints and claims are handled efficiently, transparently, and within the defined Service Level Agreements (SLA).

Step 1: Submission of Complaint or Claim

The student submits a complaint or claim through the Help Center, institutional email, digital platform, or Academic Advisor.

Step 2: Case Registration and Acknowledgment

The system assigns a unique case number and sends an acknowledgment of receipt to the student within 24 hours.

Step 3: Classification and Assignment

The Student Experience Department reviews the case, classifies it (complaint or claim), and assigns it to the appropriate department.

Step 4: Review and Investigation

The responsible area analyzes the case, gathers information, and ensures due process, including the right of reply if applicable.

Step 5: Resolution and Response


A formal response is issued within the SLA timeframe (48–72 hours depending on the case type).

Step 6: Escalation (if applicable)

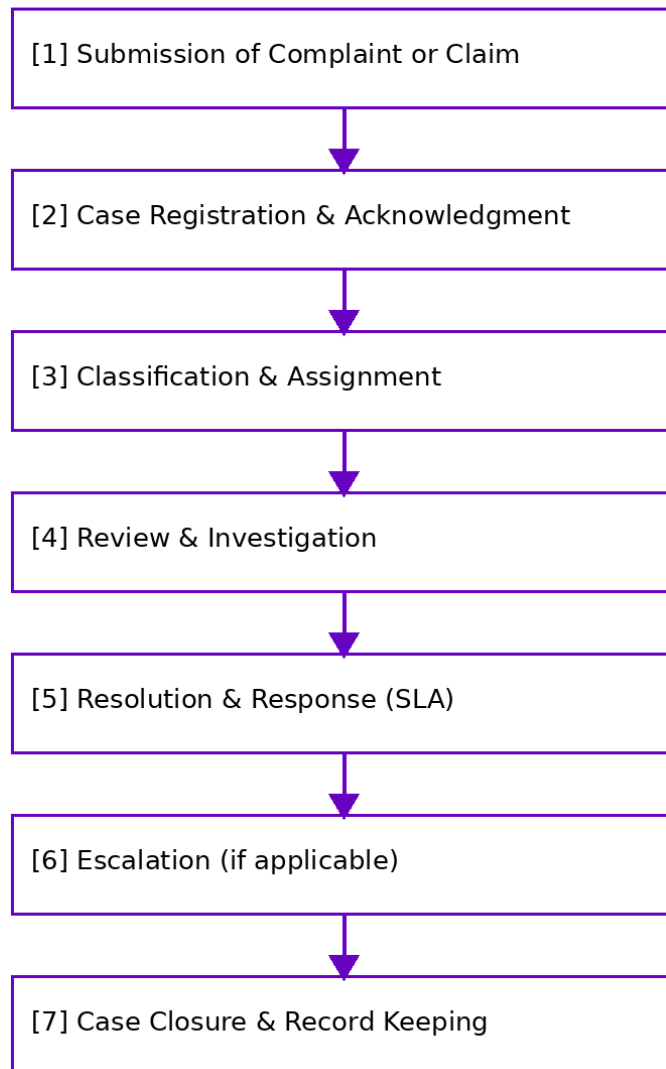
If the case is not resolved or requires further review, it is escalated to internal entities.


Step 7: Case Closure and Record Keeping

The case is closed, and all documentation is stored in institutional systems for traceability and compliance.

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Complaint & Claims Process Flow



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3. DEFINITION OF TERMS

Terms	Description
Educational Model	It consists of a compilation or synthesis of different theories and pedagogical approaches that guide teachers in the development of study programs and in the systematization of the teaching and learning process.
Academic Regulations	This formal document sets out the obligations, benefits, and sanctions of the members of the university community in order to guide their conduct, establish academic processes, and foster a harmonious environment.
Shared Folder	A set of files held exclusively by the Academic Records department, which are shared only within that area.
Banner	Enterprise Resource Planning (ERP) software designed for higher education.
Academic Fee	Refers to the payment that must be made for the requested document.
Help Center	A platform where student requests for documentary or academic procedures are registered.

4. DOCUMENTARY INFORMATION

Code	Annexes	Retention Period
POL02.SU03- DOC1	Typification Matrix	1 year
POL02.SU03- DOC2	Follow up complaints and claim report	Indefinitely

Most documentation is stored in digital formats in order to support environmental care.

5. VERSION CONTROL

Version	Requested by	Description of Change
1.0	Executive Director	Initial Documentation