

GRIEVANCES AND COMPLAINTS

A student with a grievance or complaint should begin by addressing the issue with the individual or department with whom the student has a grievance or complaint. The student handbook outlines the proper chain of command for resolving academic issues. For complaints regarding a university department, faculty or staff member, students should contact the Office of Human Resources to assist in the remediation process.

Formal complaints must be submitted using the current University Complaint and Grievance Form and signed by the individual submitting the complaint. Complaints will not be accepted on behalf of another individual. Anonymous complaints or those sent electronically will not be accepted as official complaints but will be reviewed. The form is available on the student portal and in the Office of Human Resources. A student may submit a formal complaint or grievance to:

Miami Regional University
ATTN: Office of Human Resources, Complaint
700 South Royal Poinciana Blvd, Suite 100
Miami Springs, FL 33166 P: 305-442-9223

The Office of Human Resources will respond within ten business days from receipt of the complaint or sooner if practicable. In the event the student feels the response was not managed properly, the student may submit a complaint to the following:

Miami Regional University
ATTN: Office of the President, Complaint
700 South Royal Poinciana Blvd, Suite 100
Miami Springs, FL 33166

In the event the student feels the response was not managed properly by the Office of the President, the student may submit a complaint to the following:

Commission for Independent Education (CIE)
Florida Department of Education
325 West Gaines Street, Suite 1414
Tallahassee, FL 32399
Email: cieinfo@fldoe.org or Fax 850-245-3238

Distance Education students, who have completed the internal institution grievance process and the applicable state grievance process, may appeal non-instructional complaints to the FL- SARA PRDEC Council. For additional information on the complaint process, please visit the FL- SARA Complaint Process page at <https://www.fldoe.org/sara/complaint-process.stml>. The email address is FLSARAinfo@fldoe.org.

Complaints
Accreditation Commission for Education in Nursing (ACEN)
3390 Peachtree Road NE, Suite 1400
Atlanta, GA 30326
(404) 975-5000

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a

response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
(703) 247-4212
www.accsc.org | complaints@accsc.org

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting complaints@accsc.org or <https://www.accsc.org/Student-Corner/Complaints.aspx>

