

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 and integrity 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. Each individual with a complaint must submit their own completed and signed form. 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
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 institutional grievance process and 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/student-concerns.stml>. The email address is FLSARAINfo@fldoe.org.

The following is the contact and mailing information for student complaints made to the Accreditation Commission for Education in Nursing:

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

Students may also file a complaint with the University's regional accreditor, the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC). The procedure for filing a complaint can be found at: <https://sacscoc.org/app/uploads/2020/01/ComplaintPolicy-1.pdf>

HOUSING ASSISTANCE

The University does not provide dormitories or subsidized housing for students. Students may contact WellConnect by Student Resources Services for housing assistance at 866-640-4777 or online at <http://www.wellconnectbysrs.com>. Please see the Student Support Services section of the University Catalog for more information on WellConnect.

CRIME AWARENESS AND CAMPUS SECURITY ACT

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act is a federal statute (codified at 20 U.S.C. 1092(f)) as part of the Higher Education Act of 1965, that requires all public and private institutions of postsecondary education participating in federal financial aid programs to maintain and disclose campus crime statistics and security information. It includes the VAWA (Violence Against Women Act) amendments to the Clery Act. Current students, faculty, and staff are directed to the Campus Security Report annually, no later than October 1st. New students are directed to the report during the enrollment process and the report is reviewed at orientation. Information on crime statistics is also available on the National Center for Education Statistic's University Navigator website which can be located through the United States Department of Education's website. Information is based on Integrated Postsecondary Education Data Systems (IPEDS) based on the prior year's submissions. The complete annual report and contact information is available on the MRU website under the Consumer Info section.