MIAMI REGIONAL UNIVERSITY

Complaints Policy & Procedures

Revised: 08/03/2026, 07/01/2025, 04/2023, 02/22/2022

GRIEVANCE AND COMPLAINTS

A grievance is a perceived wrong or hardship that is the grounds for a complaint. A complaint is a formal allegation against a person, group, department, program, or the University. A complaint is typically expressed as a written, signed statement.

GRIEVANCE AND COMPLAINT PROCEDURES

A student with a grievance or complaint should attempt to address the problem with the individual or department against whom the student has a grievance or complaint prior to elevating the grievance or complaint to a higher level. The current Student Handbook outlines the proper chain of command related to academic issues within a specific program. For complaints regarding a university academic department, faculty, or staff member, please 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: The Office of Human Resources, Complaint
700 South Royal Poinciana Blvd, Suite: 100
Miami Springs, FL 33166
Msousa@mru.edu
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: The 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 his or her 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 FLSARA 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/complaints-and-third-party-comments/