



**Internal Student Complaint Information & Links**

Albizu University (AU) is committed to the equitable treatment of enrolled and prospective students in their association with peers, faculty, staff, and administrators. Should an issue arise, students are encouraged to first seek a resolution via the internal channels available.

Type	Department	Miami Campus Contact	San Juan Campus Contact
General student services complaints, discrimination grievances	Dean of Student Affairs	<a href="mailto:concerns@albizu.edu">concerns@albizu.edu</a>	<a href="mailto:crivera@albizu.edu">crivera@albizu.edu</a>
Disability services complaints	Dean of Student Affairs	<a href="mailto:dosa@albizu.edu">dosa@albizu.edu</a>	<a href="mailto:crivera@albizu.edu">crivera@albizu.edu</a>
Academic advising complaint	Academic Program	Program Director	Program Director
Academic/faculty grievances	Dean of Academic Affairs	<a href="mailto:brios@albizu.edu">brios@albizu.edu</a>	<a href="mailto:scepeda@albizu.edu">scepeda@albizu.edu</a>
Administrative complaints	Director of Human Resources	<a href="mailto:cgarcia@albizu.edu">cgarcia@albizu.edu</a>	<a href="mailto:ptoro@albizu.edu">ptoro@albizu.edu</a>

**External Student Complaint Information & Links**

In matters in which internal resolution proves unfeasible, enrolled and prospective students may file a complaint to the following regulatory bodies.

Type	Agency	Link to Complaint Process/Information
Federal financial aid complaints	United States Department of Education Federal Student Aid Program	<a href="https://studentaid.ed.gov/sa/contact/feedback">https://studentaid.ed.gov/sa/contact/feedback</a>
Family Educational Rights and Privacy Act (FERPA) complaints	United States Department of Education Family Policy Compliance Office	600 Independence Avenue, SW Washington, DC 20202-4605
Student services and academic complaints	Middle States Commission on Higher Education	<a href="https://www.msche.org/complaints/">https://www.msche.org/complaints/</a>
Discrimination grievances	United States Department of Education Office of Civil Rights	
Student services and academic complaints	Florida Department of Education Commission For Independent Education	<a href="https://www.fldoe.org/about-us/office-of-the-inspector-general/file-a-complaint.stml">https://www.fldoe.org/about-us/office-of-the-inspector-general/file-a-complaint.stml</a>
Student services and academic complaints	Board of Postsecondary Institutions	Board of Postsecondary Institutions PO Box 9023271 San Juan, PR 00902-3271 Phone: 787.722-2121 <a href="https://www.estado.pr.gov/instituciones-educativas">https://www.estado.pr.gov/instituciones-educativas</a>
Psychology program complaints	American Psychological Association	<a href="https://www.apa.org/ed/accreditation/about/other-questions">https://www.apa.org/ed/accreditation/about/other-questions</a>
Speech and Language Pathology program complaints	American Speech-Language-Hearing Association Council on Academic Accreditation	<a href="https://caa.asha.org/programs/complaints/">https://caa.asha.org/programs/complaints/</a>