ANA G MENDEZ UNIVERSITY
STUDENT CONSUMER INFORMATION
Student Complaint and Grievance Policy

Introduction / Purpose

Ana G. Mendez University ("AGMU" or the "University") allows Students and Student Organizations the opportunity to issue feedback, complaints, and grievances in a timely manner without retaliation. The purpose of this policy is to outline the relevant complaint and grievance process.

This policy does not apply to the Student Code of Conduct, AGMU academic policies (including grade grievances), AGMU discrimination policies (including allegations related to Title IX), and appellate review of university decisions. Such grievances will be resolved under other applicable University policies.

Student Feedback and Complaints

AGM University is committed to ensuring that all students and student organizations, receive access to fair, equitable and timely grievance processes without retaliation. The purpose of this policy is to resolve complaints and grievances regarding decisions or actions that were made by employees or agents of the University.

1. A student has the right to seek a remedy for a dispute or disagreement through a designated complaint or grievance procedure.

    a. Students should use all available informal means to have decisions reconsidered before filing a complaint or grievance.
    b. No retaliation of any kind shall occur against a student for participation in a complaint or grievance.
    c. These procedures shall be publicized to students annually in the AGMU Catalog and Student Handbook.
    d. A student may complain concerning any university-related issue and discuss it with the appropriate AGMU employee as established in this policy.

2. Students must first pursue resolution of student concerns through the established campus-based administrative channels as outlined in the charts below by campus:

AGMU Resolution of Student Complaints Chart- Ground Campuses			
Issue	**1st Level**	**2nd Level**	**Final Level**
Admissions- Academic Program Requirements	Academic Dean	Associate Vice Chancellor of Content & Delivery	Vice Chancellor Academic Affairs
Admissions- General	Campus Director of Admissions	Campus Director	Vice Chancellor Campus Operations
Advising	Student's Assigned Student Success Coach	Campus Director of Student Affairs	Campus Director
Accessibility/Disability Services	Campus Academic Retention Counselor	Campus Director of Student Affairs	Campus Director
Counseling	Campus Academic Retention Counselor	Campus Director of Student Affairs	Campus Director
Discrimination	Campus Director of Student Affairs	Campus Director	Associate Vice Chancellor of Student Financial Services
Faculty Concerns	Instructor	Campus Academic Director	Academic Dean
Financial Aid	Campus Financial Aid Officer	Campus Director of Student Affairs	Director of Financial Aid
Grades (all programs except Nursing programs)	Instructor	Academic Dean	Associate Vice Chancellor of Content & Delivery
Grades (Nursing programs)	Instructor	Director of Nursing	Executive Director/AVC Nursing
Graduation/diplomas	Campus Associate Registrar	Campus Director of Student Affairs	University Registrar
Learning Resource Center	Assistant Director Learning Resource Center	Associate Director Learning Resource Center	Assistant Vice Chancellor Learning, Research and Project Management
Library	Associate Director Learning Resource Center	Librarian	Assistant Vice Chancellor Learning, Research and Project Management
New Student Orientation	Student's Assigned Success Coach	Campus Director of Student Affairs	Campus Director
Parking	Campus Security	Campus Director	Director of Security
Records/Transcripts/Diplomas	Campus Assistant/Associate Registrar	Campus Director of Student Affairs	University Registrar
Registration	Student's assigned Success Coach	Campus Director of Student Affairs	Campus Director
Security	Campus Security	Campus Director	Director of Security
Student Accounts	Campus Bursar	Campus Director of Student Affairs	Director of Bursar Services
Student Organizations	Campus Director of Student Affairs	Campus Director	Associate Vice Chancellor of Student Financial Services
Student Conduct	Campus Academic Retention Counselor	Campus Director of Student Affairs	Campus Director

*The Campus Director must be informed and updated on all campus-based complaints

Issue	1st Level	2nd Level	Final Level
AGMU Main Campus Online English Resolution of Student Complaints Chart			
Issue	**1st Level**	**2nd Level**	**Final Level**
Admissions- Academic Program Requirements	Academic Dean	Associate Vice Chancellor of Content & Delivery	Vice Chancellor Academic Affairs
Admissions- General	Admissions Associate	Campus Director of Admissions	Sr. Director Online Operations
Advising	Student's Assigned Student Success Coach	Campus Director of Retention	Sr. Director Online Operations
Accessibility/Disability Services	Student's Assigned Student Success Coach	Campus Director of Retention	Sr. Director Online Operations
Counseling	Student's Assigned Student Success Coach	Campus Director of Retention	Sr. Director Online Operations
Discrimination	Campus Director of Retention	Sr. Director Online Operations	Associate Vice Chancellor Student Financial Services
Faculty Concerns	Instructor	Campus Academic Director	Academic Dean
Financial Aid	Campus Financial Aid Officer	Campus Director of Financial Aid	Associate Vice Chancellor Student Financial Services
Grades (all programs except Nursing programs)	Instructor	Academic Dean	VC of Content & Delivery
Grades (Nursing programs)	Instructor	Director of Nursing	Executive Director/AVC Nursing
Graduation/diplomas	Campus Assistant/Associate Registrar	Campus Registrar	University Registrar
Learning Resource Center	Assistant Director Learning Resource Center	Associate Director Learning Resource Center	Assistant Vice Chancellor Learning, Research and Project Management
Library	Associate Director Learning Resource Center	Librarian	Assistant Vice Chancellor Learning, Research and Project Management
New Student Orientation	Student's Assigned Success Coach	Campus Director of Retention	Sr. Director Online Operations
Records/Transcripts/Diplomas	Campus Assistant/Associate Registrar	Campus Registrar	University Registrar
Registration	Student's assigned Success Coach	Campus Director of Retention	Sr. Director Online Operations
Student Accounts	Campus Bursar	Director of Bursar Services	Associate Vice Chancellor Student Financial Services
Student Organizations	Campus Director of Retention	Sr. Director Online Operations	Associate Vice Chancellor of Student Financial Services
Student Conduct	Campus Director of Retention	Sr. Director Online Operations	Associate Vice Chancellor of Student Financial Services

Asunto	1er Nivel	2º Nivel	Nivel final
AGMU Main Campus- Online Español- Tabla de Resolución de quejas de los estudiantes			
Admisiones- Requisitos del Programa Académico	Decano Académico	Vicerrector Asociado de Contenido y Metodología Instruccional	Vicerrector de Asuntos Académicos
Admisiones- General	Oficial de Admisiones	Supervisor de Admisiones	Director de Admisiones
Asesoramiento	Oficial de retención	Supervisor, Director Asociado de Retención	Director de Retención
Accesibilidad/Servicios para Discapacitados	Consejero Profesional	Supervisor, Director Asociado de Retención	Director de Retención
Consejería	Consejero profesional	Supervisor, Director Asociado de Retención	Director de Retención
Discrimen	Consejero profesional	Director Asociado de Retención	Director de Retención
Preocupaciones de la facultad	Supervisor de Retención	Coordinador Académico	Director Académico
Ayuda financiera	Oficial de Ayuda Financiera	Director Asociado de Ayuda Financiera	Director de Ayuda Financiera
Notas (todos los programas, excepto los programas de enfermería)	Supervisor de Retención	Coordinador Académico	Director Académico
Notas (Programas de enfermería)	Profesor	Director de Enfermería	Director Ejecutivo/AVC Enfermería
Graduación/diplomas	Registrador Auxiliar	Registrador Asociado	Registrador
Biblioteca	Supervisor de Retención	Coordinador Académico	Director Académico
Orientación para nuevos estudiantes	Oficial de Admisiones	Supervisor de Admisiones	Director de Admisiones
Transcripciones de créditos	Registrador Auxiliar	Registrador Asociado	Registrador
Registro	Registrador Auxiliar	Registrador Asociado	Registrador
Cuentas de estudiantes	Apoyo al usuario	Director Asociado de Retención	Vicepresidente Asociado de IT

Students may appeal University Decision once they have exhausted all campus-based administrative channels as outlined in the *Appeal of University Decision Policy*.