

2023.3.3.3: Candidate Complaint Process by EPP and UPRM

Evidence Overview

The document focuses on changes made to the Student Catalog to comply with CAEP standards in the certification processes for educational professionals in Puerto Rico. A key change is the modification of the requirement for a 3.0 GPA. These updates aim to ensure that the certification process aligns with current accreditation standards.

The EPP uses the UPRM Students Handbook where specify the order of how the complaints would be taken care of, but more specifically the EPP (2023.3.3 Complaint System Stablished by EPP and UPRM). Also, the student will have access via EPP website.

Other offices where Candidate Complaint are Students Deans Office, Kinesiology Department webpage, OSEIRUM, specifically for students with disabilities.

The Educator Preparation Program (EPP) at UPR Mayagüez is dedicated to addressing candidate complaints fairly and transparently. The procedures are outlined in the EPP Handbook and are designed to ensure that all grievances are properly considered and resolved.

Documentation of Complaints

- **Submission:** Candidates should submit written complaints to the designated program coordinator or the EPP Director. This can be done via email or in person.
- **Format:** Complaints must include the candidate's name, contact information, a detailed description of the issue, and any relevant supporting documentation.

Initial Review

- **Acknowledgment:** The program coordinator will acknowledge receipt of the complaint within 5-7 business days.
- **Assessment:** An initial assessment will determine if the complaint aligns with EPP policies and requires further investigation.

Investigation

- **Gathering Information:** The EPP may conduct interviews with the complainant, faculty, and other relevant parties to collect all pertinent information.
- **Confidentiality:** Investigations will be conducted confidentially to protect the identities of all involved.

Resolution

- **Decision-Making:** Based on the investigation findings, the program coordinator will recommend a resolution, which may include mediation, academic adjustments, or additional support.
- **Communication:** The complainant will receive a written summary of the outcome and any actions taken within 15 business days of the initial complaint.

Appeals Process

- If the complainant is not satisfied with the resolution, they can appeal the decision. The appeals process includes:
 - **Written Appeal:** Submission of a written appeal to the EPP Appeals Committee.
 - **Review:** The committee will review all relevant documentation and the original resolution process.
 - **Final Decision:** The committee will provide a final decision, communicated to the complainant within a specified timeframe.

Documentation and Reporting

- **Record Keeping:** All complaints and resolutions will be documented and securely stored to ensure accountability.
- **Annual Review:** The EPP conducts an annual review of complaint data to identify trends and enhance procedures.

Resources for Candidates

- **EPP Handbook:** Comprehensive details about the complaint process are outlined in the EPP Handbook, distributed to all candidates upon program entry.
- **EPP Website:** Additional resources, including contact information for the EPP Director and coordinators, can be found on the official UPR Mayagüez EPP website. See the form to start the process of complaints in [Reclamos \(Complaints\) – Programa de Preparación de Maestros](https://forms.office.com/pages/responsepage.aspx?id=wF36DW8DFUaZ5JSvgi8rhAJK0v2LwV5Mjhet17XEg8JURUs1UEJUUIIwNIMyWFhCVktKOEVWTU5RQy4u&route=shorturl) (<https://forms.office.com/pages/responsepage.aspx?id=wF36DW8DFUaZ5JSvgi8rhAJK0v2LwV5Mjhet17XEg8JURUs1UEJUUIIwNIMyWFhCVktKOEVWTU5RQy4u&route=shorturl>)

CAEP Standards Alignment

Initial	Advanced
2023.3.3.3	

The Evidence

The screenshot shows a web browser at the URL `uprm.edu/procuraduria/servicios/`. The page header includes contact information for the Edificio Luis de Celis, oficina 324, and a direct line number (787) 265-5462. The UPR logo and name (Recinto Universitario de Mayagüez) are prominently displayed. A navigation menu lists 'Procuraduría', 'Leyes, Políticas y Reglamentación', 'Calendario y Catálogo Académico', and 'Enlaces'.

Solicitud de servicios en línea

Sistema de Citas con la Procuradora Estudiantil

iris.figueroa2@upr.edu [Switch account](#)

Not shared

* Indicates required question

Nombre *

Your answer

Entradas recientes

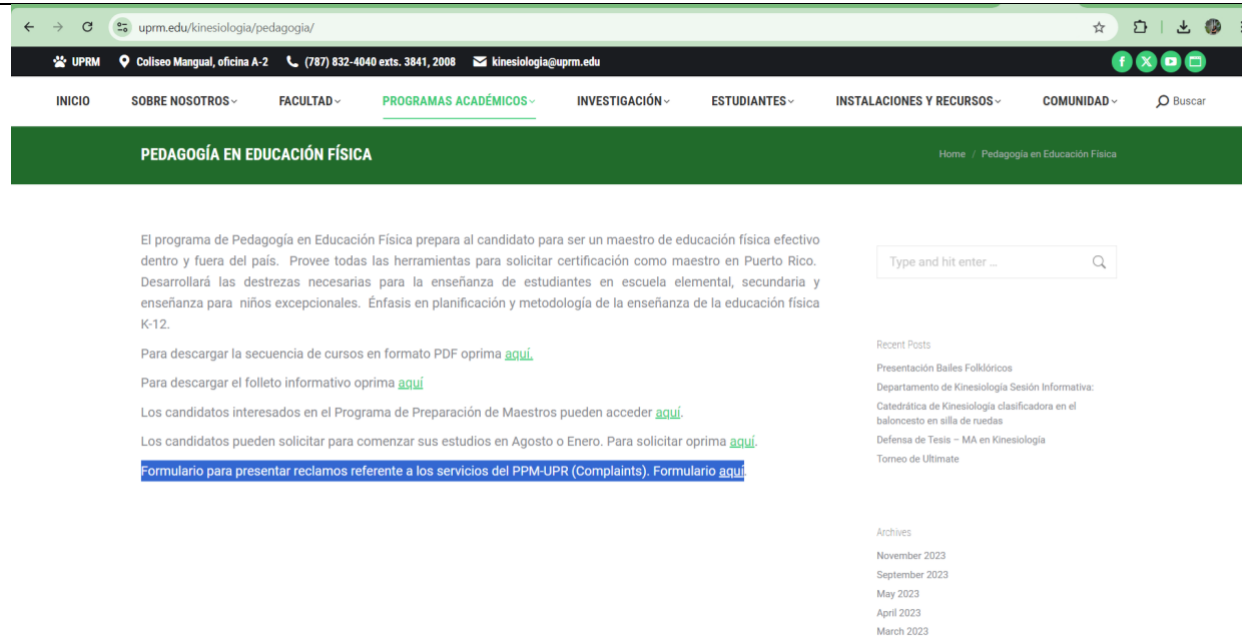
Información para emitir querellas ante el estado

Archivos

abril 2023

Categorías

Querella



The screenshot shows the website uprm.edu/kinesiologia/pedagogia/. The header includes the UPRM logo, contact information (Coliseo Mangual, oficina A-2, (787) 832-4040 exts. 3841, 2008, kinesiologia@uprm.edu), and social media icons. The navigation menu includes: INICIO, SOBRE NOSOTROS, FACULTAD, PROGRAMAS ACADÉMICOS (highlighted), INVESTIGACIÓN, ESTUDIANTES, INSTALACIONES Y RECURSOS, and COMUNIDAD. The main heading is "PEDAGOGÍA EN EDUCACIÓN FÍSICA".

The main content area describes the program: "El programa de Pedagogía en Educación Física prepara al candidato para ser un maestro de educación física efectivo dentro y fuera del país. Provee todas las herramientas para solicitar certificación como maestro en Puerto Rico. Desarrollará las destrezas necesarias para la enseñanza de estudiantes en escuela elemental, secundaria y enseñanza para niños excepcionales. Énfasis en planificación y metodología de la enseñanza de la educación física K-12."

Links provided for downloading course sequences and informational brochures are labeled "aquí".

Information for interested candidates is provided, including a link to the "Formulario para presentar reclamos referente a los servicios del PPM-UPR (Complaints)" labeled "aquí".

Recent Posts include: Presentación Bailes Folklóricos, Departamento de Kinesiología Sesión Informativa, Catedrática de Kinesiología clasificadora en el baloncesto en silla de ruedas, Defensa de Tesis - MA en Kinesiología, and Torneo de Ultimate.

Archives list dates from November 2023 to March 2023.



The screenshot shows the website uprm.edu/oseirum/procedimiento-para-atender-quejas/. The header includes the UPRM logo, contact information (Decanato de Estudiantes UPRM, planta baja, (787) 265-3862, oseirum@uprm.edu), and navigation links: PORTADA, OSEIRUM, PERSONAL, INFORMACIÓN, PREGUNTAS FRECUENTES, and CONTÁCTANOS.

The main heading is "PROCEDIMIENTO PARA ATENDER QUEJAS".

The content describes the procedure for students with matriculation impediments at UPR, Recinto Universitario de Mayagüez. It references the "Certificación 133 (2015-2016) de la Junta de Gobierno de la UPR, Artículo X-C (páginas 18 y 19): Política de Modificaciones Razonables y Servicios Académicos para Estudiantes con Impedimentos Matriculados en la Universidad de Puerto Rico."

Notas aclaratorias (Clarifying Notes) include:

- El procedimiento oficial para atender quejas lo puede hacer al presionar encima de la palabra **Formulario**.
- Preguntas frecuentes: Prefiero comunicarme primero con OSEI, ¿Lo puede hacer? *Sí*.
- ¿Puedo enviar un email? *Sí, a oseirum@uprm.edu, asegúrese de incluir su información de contacto y las horas disponibles para comunicarnos con usted a la mayor brevedad posible.*

A sidebar on the right contains links to: Portada, OSEIRUM, Misión y Visión, Funciones de OSEI-RUM, Orientación sobre los servicios, Personal, Administrativo, Calendario, Información, and Guía: Directorio por Departamento / Facultad.

- Pages for students to complain and the procedures for considering them.

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