



## Consumer Protection Procedure

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The Consumer Protection Procedure is established so that any person, organization or individual who wishes to file a complaint against CEM College can do so. If it is a student who wishes to complaint, it is essential that they comply with the procedure stipulated in the General Student Regulations Manual, and that they exhaust all available resources to resolve their grievance at the institutional level.

The student can file his/her complaint in the office of the Director of the Branch, as appropriate:

Prof. Joanne Malavé López  
Prof. Gerardo González Del Valle

Director of San Juan Branch  
Director of Humacao Branch

If the student is dissatisfied with the processing of his/her complaint by the Institution, he/she may contact the accrediting agency. For these purposes CEM College includes, the notice required by the accrediting agency for these purposes.

### **Student Complaints**

Schools accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC) must have a procedure and operational plan to address complaints from their students. If the student understands that the school has not adequately addressed his claim or complaint, he may consider contacting the Accreditation Commission. To be considered by the Commission, complaints must be submitted in writing, authorizing the complainant for the Commission to send a copy of the complaint to the school for it to be answered. The Commission will keep the complainant informed about the status of his complaint, as well as the Commission's final decision. Please direct your complaint to:

Accrediting Commission of Career Schools and Colleges (ACCSC)  
2101 Wilson Boulevard, Suite 302  
Arlington, Virginia 22201  
Teléfono (703) 247-4212; Fax (703) 247-4533  
[www.accsc.org](http://www.accsc.org) (web)

Schools licensed by the Puerto Rico Board of Postsecondary Institutions must have a procedure and operational plan to deal with complaints from their students. If the student exhausted all administrative procedures and still understands that the institution

has not adequately addressed his/her complaint, he/she may consider contacting the Educational Institutions Registration and Licensing Office.  
Please direct the complaint to:

Government of Puerto Rico  
Office of Registration and Licensing of Educational Institutions  
PO Box 9023271, San Juan, PR 00902-3271  
(787) 722-2121  
[www.ce.pr.gov](http://www.ce.pr.gov)

This Procedure will be part of the institutional norms and rules, which are disclosed through printed and electronic media. Its validity will be immediate after its approval and replaces any other that is prior to it.

In San Juan, Puerto Rico, today April 28, 2022.

  
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Juan Carlos Pagani Soto, President