

Student State Complaint Process

Charlie's Guard Detective Bureau & Academy, Inc. State Student Complaint Policy and Procedure is established for the purposes of responding to, addressing, and redressing as appropriate complaints regarding administrative or academic services, educational quality, or compliance with the State regulating agencies for Postsecondary Institutions per 34 C.F.R. 600.9(a) and 34 C.F.R. 668.43(b) referenced at: <https://www.ecfr.gov/current/title-34/subtitle-B/chapter-VI/part-600/subpart-A/section-600.9>, [eCFR :: 34 CFR 668.43 -- Institutional information](#).

A complaint may be filed by any party including but not limited to students and former students of the school, prospective students, governmental agencies, members of the public, and other accredited schools. Initial claim should be filed with the institution's Academic Director as follows:

- The claim should mention where and when the incident happened and all persons that witnessed it and a narrative of the situation or the actions forming the basis of the complaint and copies of any supporting documents or materials, if available.
- The Academic Director will call all related parties stated in the claim and submit a resolution or answer to the claimant during fifteen (15) business days after the date the claim was received.
- Should the claimant not be satisfied with the results, he/she should appeal the decision to the President during fifteen (15) business days from the date of receipt of the resolution or answer submitted from the Academic Director.
- The President will evaluate the situation, will call all the parties involved, and send an answer or resolution to the claimant during the fifteen (15) business days after the appeal was submitted.
- The institution maintains a complete record of all written student complaints for at least the last five years.

If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the PR Board of Post Secondary Institutions as described in the following notice:

Board of Postsecondary Institutions

San José Street, San Francisco Corner

PO Box 9023271

San Juan, Puerto Rico 00902-3271

(787)722-2121