

## Complaints and Appeals Policy

Since this is a Pontificia Universidad Católica de Chile Program, there are certain articles of the Continuing Education Student Regulations (<https://secretariageneral.uc.cl/documento/normas-generales/75-reglamento-del-alumno-de-educacion-continua/file>) that refer to the possibility of withdrawal from the program, and about the system for complaints in case the corrections to the tests need to be revised.

As for other grievance procedures:

- Each program has a student coordinator, to whom they should in the first instance make the respective student's need known.
- If the student coordinator cannot resolve the issue by himself/herself, he/she should discuss it, if there is one, with the academic coordinator of the program, or if there is none, directly with the Head of the Program.
- In the case of a negative complaint, if the student is not satisfied with the resolution of the Head of the Program, he/she should write to the Director of Continuing Education, in this case, of the School of Law.