



 Universitat Europea VALENCIA	PROCEDURES MANUAL	EDITION 01
	PC 9.1 STUDENT AFFAIRS. MANAGEMENT OF SUGGESTIONS, COMPLAINTS, CLAIMS AND ACKNOWLEDGEMENTS	

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Date: 08/01/2024	Date: 08/01/2024	Date: 08/01/2024

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1. OBJECT

Attending to the communication of suggestions, complaints, claims and acknowledgements from students and other . This procedure defines the mechanisms and channels which they are received and managed, as well as establishing the follow-up and the solution proposed in them so that the information collected is useful for the continuous improvement of the Centres and their qualifications, as well as for decision-making.

2. SCOPE

The scope of this procedure includes the questions (suggestions, complaints, claims and acknowledgements) received through the different channels detailed in this document: suggestion box, Student Affairs Service, University Ombudsperson and those channelled through the delegates.

3. REFERENCES


- Organic Law 2/2023 of 22 March on the University System.
- Universidad Europea de Valencia's Academic approach
- Regulations of the University Ombudsperson in force at the Universidad Europea de Valencia.
- Current Student Statute of the Universidad Europea de Valencia.
- Regulations of the current Students' Representative Council of the European University of Valencia.

4. DEVELOPMENT OF THE PROCESS

4.1 Students

Student Affairs Service

Students have different channels through which they can make **suggestions, complaints, claims and acknowledgements** managed by the Department of Student Affairs Services, which is responsible for receiving, channelling and following up on these issues, ensuring a final response to the query or request made.

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- 1) On-campus channel
- 2) telephone channel
- 3) online channel.

1. On-campus attendance channel

On-campus, students can manage their queries and requests by going to the Student Affairs Department.

Depending on the nature of your request or query, you may be dealt with by different figures or agents:

- Student Affairs: Field of attention for general enquiries related to any University procedure/service.
- Academic Advisor is a reference figure to whom students can turn for specific academic queries that require more individualised and personalised treatment.

Both Student Affairs and the Academic Advisor will try to provide an immediate and direct response to your suggestions, complaints, claims and/or thanks. In the event of not being able to give an immediate response, these issues are referred to the online channel.

2. Call Centre Channel


Students can manage their suggestions, complaints, claims and/or thanks through Student Affairs telephone number. All calls are handled by the Student Affairs Field, who will provide an immediate and direct response. In the event of not being able to give an immediate response, these questions are referred to the online channel.

3. Online Customer Service Channel

Students can manage their suggestions, complaints, claims and/or acknowledgements online a request system in the Student Portal.

When the student sends a request, he/she assigns a predefined issue/typology in the application itself. Each issue/typology has a predefined flow and procedure associated with it, and different people and/or Departments can participate in the solution and response to the student depending on the type of case.

In the case of a complaint, Student Affairs Services makes a call to understand and clarify the nature of the complaint. Any additional information that may be helpful in resolving or responding to the complaint is included by Student Affairs in the general enquiry itself.

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The Student Affairs Department is responsible for daily monitoring of open requests, ensuring that the student receives a response from the corresponding Field/department and that the established response times are met. Likewise, it is responsible for training all the people and Departments involved in the resolution of suggestions, complaints, claims and/or acknowledgements received through the Student Portal requests and which therefore have access to the platform.

At the same time, work is being done to improve procedures in order to improve the time and quality of the responses provided to students. To this end, the Student Affairs Service prepares a monthly report with the reasons, status and evolution of the requests/consultations received through the different service channels. In addition, the issues/categories to which the greatest number of requests belong are reviewed and analysed in order to review the established procedures and propose possible improvements to the procedure. If necessary, those responsible for Student Affairs meet with the people and services involved to try to reach a consensus on a new procedure.

Every year, the Quality Assurance Team will share with the Quality Assurance Team the main suggestions, complaints, claims and/or acknowledgements received in to analyse them and include them as inputs in the Degree Quality Committees, in order to establish actions or proposals for improvement if necessary.

Delegates and Students' Representative Council


Delegates are elected each academic year to represent the students. The election is managed by the Academic Advisors, through the usual communication channel between advisors and students. Delegates can pass on their complaints and suggestions for the advisors to channel them.

In each academic period, calls for entries are made for meetings of the delegates by Degrees or areas of knowledge, and minutes are taken of these meetings, which are shared with the corresponding Centre Boards, and the Head of Centre/Head of the corresponding Centre Field may attend these meetings.

The Students' Representative Council meets once a month with the Student Services Management Board, University Ombudsperson and Vice-Chancellor's Office to obtain direct feedback from students, design and share policies or procedures and encourage student participation. Various members of the university community may be invited to these meetings at the request of the council itself. Minutes are taken at these meetings, which are shared with the Academic and kept by Student Services.

The University Ombudsperson

Finally, students have the figure of the University Ombudsperson, who is the person in charge of watching over and protecting the rights and freedoms of students in the actions of the different bodies and services the University, as defined in the Regulations of the Ombudsperson.

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University System and is regulated by Organic Law 2/2023 of 22 March on the University System.

To make an appointment with the University Ombudsperson there are different ways or channels: e-mail, telephone or the University website.

Once the problem that has led contact with University Ombudsperson is known, a file is opened in which the name of the student and the issue to be dealt with are recorded. The information is stored under a password on computer support, so as to ensure the confidentiality of information.

For each open problem or incident, the Ombudsman identifies the services or Departments involved and meets with them to identify or propose possible solutions. The Ombudsman is responsible for monitoring the actions taken until the incident is resolved, the student is informed and the file is closed.

Open files are stored in a database for further analysis and assessment.

Likewise, the University Ombudsperson will report to the Council on the results of student allegations and complaints, according to the established planning, including conclusions and actions for improvement that the University Ombudsperson has determined. Annually, the University Ombudsperson publishes the general report with a summary of the incidents opened during the year.

The University Ombudsperson may form part of the Quality Assurance , which brings together representatives from the teaching and non-teaching Fields to discuss the quality actions being carried out at the University, make proposals for improvement and report on the actions taken.

In order to obtain direct feedback from students, the University Ombudsperson may meet with the Students' Representative Council on request or at his or her own initiative.


Assessment of satisfaction with the University Ombudsperson is carried out by telephone with a random selection of students who have used this service.

4.2 Other stakeholders

University employees can channel their requests, suggestions and/or congratulations online via an e-mail address provided for this purpose on the University's intranet.

Any other person wishing to make a request, suggestion or congratulation has a free access suggestion box on the web page of each Centre.

The requests received in both cases are managed by the Quality Assurance Team, responding to each of them or referring them to the corresponding Department depending on the subject and the type of request received.

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5. SPECIFICITIES PER CENTRE

School of Architecture and Polytechnic School

Not applicable

Faculty of Social Sciences

Not applicable

Faculty of Health Sciences

Not applicable

School of Doctoral Studies and Research

Not applicable


6. RECORDS

NAME	CUSTODIAN
Student ombudsman report	University Ombudsperson
Student Affairs reports	Student Affairs Service
Register student portal applications	Student Affairs Service

7. MONITORING AND MEASUREMENT

The annual review of the IQAS will include a review of this procedure for the Management of Suggestions, Complaints, Complaints and Acknowledgements, planning and assessing how the relevant actions have been developed to improve this service.

IDENTIFIER	DEFINITION	RESPONSIBLE	CALCULATION PERIOD
IND01 PC 9.1	Number of Suggestions / Complaints / Complaints / Acknowledgements received	Student Affairs Service	Academic Year
IND02 PC 9.1	Number of applications to the University Ombudsperson received	University Ombudsperson	Academic Year


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8. RESPONSIBILITIES

RESPONSIBLE	TASK DESCRIPTION
Student Affairs Services	<p>Follow up on applications opened by students.</p> <p>Intervene to expedite the processing of late petitions and complaints.</p> <p>Coordinate the follow-up by the responsible persons in each part of the procedure.</p> <p>Assessing and proposing improvements in the procedure for resolving incidents.</p> <p>Conduct monitoring reports.</p> <p>Training for those who have access to the application platform so that they are familiar with the procedures and how to use the application.</p> <p>IT.</p>
University Ombudsperson	<p>Attending to students in relation to incidents that have happened to them.</p> <p>Open a file and follow up until the incident is resolved by the University.</p> <p>Communicate the proposed solution to the student</p> <p>Carry out follow-up reports.</p> <p>Publish the annual report.</p>

9. STAKEHOLDERS AND ACCOUNTABILITY

The University has established different internal mechanisms, which Heads of the Centre and of the Degree, academic staff, staff from cross-curricular fields, students, Alumni, employers, where relevant information about each Degree is communicated. These mechanisms are the Degree Quality Committee (CCT), the Centre Quality Committee (CCC), the Quality Assurance Committee (CAC), the Learning Assessment Committee (CEA).

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Specifically, both the figure of the University Ombudsperson and representatives of the Student Services are present in these committees, where they contribute the value of the information that has been transmitted to them by the students. The Quality Assurance Team collects the information provided by the rest of the stakeholders.

10. EXCHANGE CONTROL

EDITION	DATE	REASON FOR AMENDMENT
01	08/01/2024	Consolidation procedures edition 5 PC 9.1 and PC 11.3.

11. ANNEXES

Not applicable