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MODIFICATIONS			
EDITION	DATE	REASON FOR MODIFICATION	PAGES
07	20/06/2019	Unification of SGIC I and II	All
08	28/04/2021	Change of Director of Quality and Academic Compliance	
Approved by:		Approved by:	Approved by:
Olga Castelao Director of the Academic Quality and Compliance Department		Eva Icarán Vice-Rector for Teaching Staff and Research	Elena Gazapo Rector
Date: 28/04/2021		Date: 28/04/2021	Date: 28/04/2021

PURPOSE

This procedure defines the mechanisms and channels through which student grievances and complaints are received and managed at the University.

SCOPE

This procedure applies to actions taken from the moment a grievance and/or complaint is lodged by a student, until it has been resolved.

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RELATED DOCUMENTATION

- Internal Quality Assurance Manual (MAGIC)
- Universidad Europea de Madrid: Academic Model
- Universidad Europea de Madrid: University Ombudsman Regulations.
- Universidad Europea de Madrid: Student Charter.
- Universidad Europea de Madrid: Student Government Regulations.
- 1.1 Quality Policy
- PGC 9.2 Student Services
- PGC 11.1 Stakeholder Group Satisfaction
- SISCAL madri+d Guide. Certification of Internal Quality Assurance Systems.
- LOU 6/2001, of 21 December, on universities.

PROCESS DEVELOPMENT

There are several channels that stakeholders can use to lodge a complaint or grievance.

- General Online Complaints/Grievances Form
- Student Representative/Student Government
- University Ombudsman.

General Online Complaints/Grievances Form

Students can lodge their complaints and/or grievances via the online form available for this purpose.


This channel works as described in PGC procedure 9.2. Student Services, including an additional initial telephone call from the Student Services Department to understand and clarify the nature of the complaint. Any additional information that may be useful for the resolution or response to the complaint will be included by Student Services on the general complaints/grievances form itself.

The key complaints and suggestions received are shared each year with the Quality Management and Compliance Department so that they can be analysed and included as inputs in the Degree Quality Committees, in order to determine actions or proposals for improvement should this be necessary.

Student Representatives and the Student Government

Student representatives are elected each academic year. Their main points of contact are the academic coordinators, to whom they can pass on complaints or suggestions so that these can be channelled to those responsible for their resolution/analysis.

Each term, student representative meetings are called for each degree programme or subject area. Minutes are taken, which are shared with the corresponding Faculty Boards, which may also be attended by the corresponding dean or vice-dean.

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The Student Government meets with the Director of Student Experience once a month to obtain direct feedback from students, to devise and share policies and procedures, and to encourage student participation. Different members of the university community may be called to these meetings at the request of the Student Government itself. Minutes are taken at these meetings, which are shared with the Academic Council and held by the Student Experience Department.

The University Ombudsman

Lastly, students can approach the University Ombudsman, who is the person in charge of safeguarding student rights and freedoms during their time at the University, as defined in the Regulations governing the University Ombudsman of Universidad Europea de Madrid, and regulated by Organic Law 6/2001 of 21 December on Universities, as per the fourteenth additional provision of that Law.

There are different ways of making an appointment with the University Ombudsman: students can do so by email (defensor.univeristario@universidadeuropea.es), telephone, or via the Universidad de Madrid website.

Once an issue has been raised with the University Ombudsman, a file is opened in which the name of the student and the issue in question are recorded. The information is stored electronically, and is password protected in order to ensure confidentiality.

For each open problem or incident, the Ombudsman will identify the services or departments involved, and meet with them to seek or propose possible solutions. The Ombudsman is responsible for following up on the actions taken until the incident has been resolved, the student informed and the file closed.

Files for open cases are stored on a database for subsequent analysis and assessment.

Furthermore, in line with the agreed schedule, the University Ombudsman will report to the Academic Council every four months on the results of student allegations and complaints, including conclusions drawn and actions taken with a view to implementing any improvement that they deem necessary. Each year, the University Ombudsman publishes the general report together with a summary of the incidents reported during the year.

The University Ombudsman may form part of the Quality Assurance Committee, in which representatives of both the teaching and non-teaching areas meet to share the quality actions being implemented at Universidad Europea de Madrid, make proposals for improvement and report on the actions taken.

In order to obtain direct information from students, the University Ombudsman may meet with the Student Government when required, or at their own request.

Satisfaction with the University Ombudsman is assessed by means of telephone calls to a random selection of students who have used this service.

SPECIFICS BY CENTRE


School of Architecture, Engineering and Design.

N/A

Faculty of Sports Sciences

N/A

Faculty of Social Sciences and Communication

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N/A

Faculty of Biomedical and Health Sciences

N/A

School of Doctoral Studies and Research

N/A

RECORDS (evidence)

RECORDS		
RECORD NAME	CONTROLLER	MEDIUM AND LOCATION
General online report form	University Ombudsman HR Student Support Department	Electronic/Paper
University Ombudsman Report	University Ombudsman	
Student Services reports	University Ombudsman	

INDICATORS

IND01-PGC 11.3 Number of complaints received by the University Ombudsman

IND02-PGC 11.3 Percentage of cases opened/closed

IND03-PGC 11.3 Percentage of complaints resolved by the University Ombudsman

IND04-PGC 11.3 Degree Programme Survey Item: Agility of the University in responding to student concerns raised

RESPONSIBILITIES

University Ombudsman:

Provide support and assistance to students with regard to issues raised.

Open a case file, and monitor the incident until it has been resolved by the University.

Inform the student concerned of the solution proposed. Prepare monitoring reports.

Publish the annual monitoring report

Conduct satisfaction surveys


Student Services Manager:

Monitor cases filed by students. Intervene to speed up the processing of requests and complaints received after the deadline.

Coordinate follow-up by those responsible for each part of the procedure.

Assess the procedure for the resolution of incidents, and put forward suggestion for improvement. Produce monthly monitoring reports.

Train those who have access to the online general platform so that they are familiar with the operating procedures and the use of the computer application.

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ANNEXES

N/A