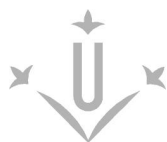


Procedure: MANAGE COMPLAINTS AND SUGGESTIONS	PG 10
Responsible unit: TEACHING QUALITY AND PLANNING	
Approved by: Francisca Santiveri Morata Vice-rector of Academic Planning and Quality	
Location: https://cv.udl.cat/portal/site/uop Printed copies are not guaranteed to be valid	

HISTORY OF EDITIONS		
No. V/A	Date	Summary of reasons for change
1.0	May 2009	Initial edition
2.0	June 2010	Incorporation of evaluation results AQU Catalunya
3.0	June 2016	Procedure redefinition and cohesion with process model
4.0	April 2020	Change in those responsible
5.0	Electronic signature	Update of the regulations and changes in the operational content



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1. OBJECT

The purpose of this procedure is to ensure that students and society in general can easily communicate any type of dissatisfaction and/or suggestion, which is answered, and which areas of improvement are identified to meet their expectations.

2. SCOPE OF APPLICATION

This procedure applies to any complaint or suggestion from students and society in general.

3. SCOPE OF DIFFUSION

This procedure will be brought to the attention of the persons responsible for the administrative units and the Student Council of the UdL.

4. RELATED PROCESSES

This procedure is part of the process (A36) Serving customers and ensuring satisfaction.

5. RELATED MANAGEMENT SYSTEMS

This procedure is included in the scope of the UdL's Internal Quality Assurance System.

6. DEFINITIONS

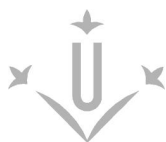
Question: Requirement or request that is made for someone to answer what they know about a matter.

Complaint: It is an expression of dissatisfaction from a customer/user who expects an answer or a solution. If you don't expect an answer or solution, it's not a complaint but a suggestion.

The motivation for a complaint is not strictly based on a violation of rights, but on a certain negative perception of a situation, of the treatment received or of someone's behaviour.

Request: Diligence or careful instance in which something is respectfully requested.

Suggestion: It is a proposal for improvement that is addressed to the consideration of some instance so that it is considered or incorporated into the ordinary operation. The motivation for a suggestion is not based on an infringement of rights, but on an improvement of the system.



7. REFERENCES/ REGULATIONS

These are the laws and rules that apply to the Manage complaints and suggestions procedure:

- [Law 29/2010, of 3 August, on the use of electronic media in the public sector of Catalonia \(DOGC 5687, 6-8-2010\), throughout the Catalan territory, including universities.](#)
- [Organic Law 3/2018, of December 5, on the protection of personal data and the guarantee of digital rights.](#)
- [Royal Decree 209/2003, of February 21, which regulates electronic records and notifications, as well as the use of electronic means to replace the provision of certificates by citizens.](#)
- [Decree 56/2009, of April 7, for the promotion and development of electronic media in the Administration of the Generalitat \(DOGC 5360, 16-4-2009\).](#)
- [Law 37/2007, of November 16, on reuse of public sector information.](#)
- [Law 19/2014, of December 29, on transparency, access to public information and good governance](#)

8. OPERATIONAL CONTENT

8.1. DESCRIPTION OF THE ACTIVITY

1. Submit complaints or suggestions.

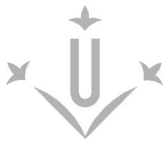
UdL students and society in general can formulate their complaints and/or suggestions (Q/S) using the procedure published on the UdL's electronic website.

On the other hand, anyone from the UdL can receive a Q/S, through different channels.

In this case, they must be informed that the Q/S must be submitted through the procedure published on the UdL's electronic website.

2. Receive complaints or suggestions

The Quality and Teaching Planning unit receives the complaint or suggestion that has been submitted.



3. Codify and assign the person responsible for the UdL's response

The unit responsible for Q/S management, Quality and Teaching Planning, codes the Q/S and assigns the person responsible for leading the response.

NOTE.- The assignment does not imply responsibility in the cause of the complaint, it implies responsibility in leading the response to the Q/S.

4. Respond to the complaint or suggestion

The person responsible for leading the response can involve other people, and is responsible for pointing out the relevant actions, which can be classified according to:

- a) An action to restore satisfaction.
- b) A future commitment to resolve the case
- c) An explanation of an impossibility to solve it for whatever reasons, for example legal.

The answer is sent to the unit responsible for Q/S management.

5. Validate and send the answer to the student body

The unit responsible for Q/S management validates the resolution, according to the established quality policy. If there is no conformity, it will be necessary to contact the person responsible for the resolution to reach consensus on it. If consensus is not possible, the Q/S will need to be escalated to the higher level of responsibility, in order to establish the final resolution.

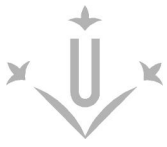
After validating the resolution, the application is processed send an email to the person issuing the Q/S.

The application can ask the user to rate the answer given.

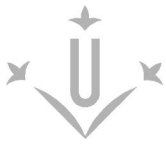
6. Carry out monitoring and propose improvement actions

When the unit responsible for the management of Q/S detects the repeated presence of certain types of Q/S, it will lead the analysis of causes involving the appropriate people to do so.

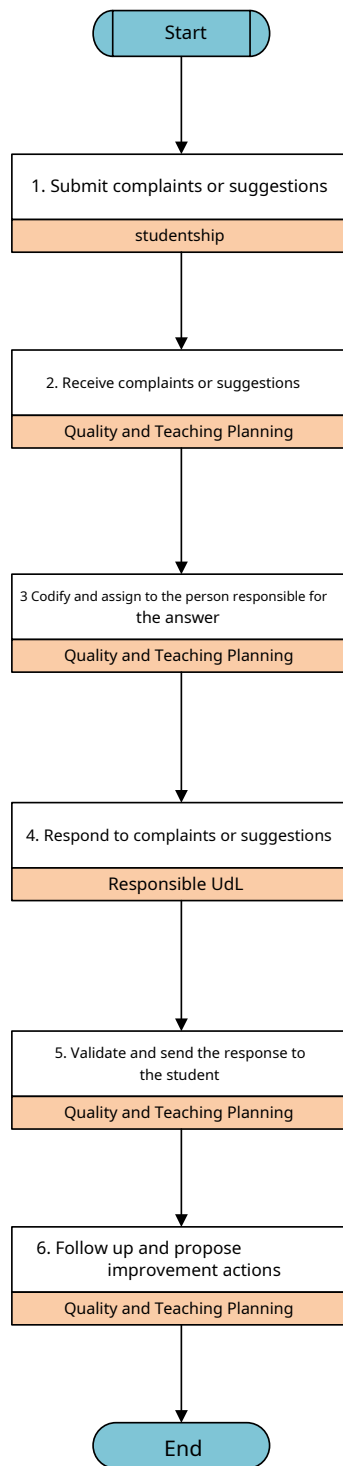
Annually, the unit responsible for the Q/S system will issue a report detailing the type of

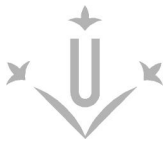


complaints or suggestions, the average response time, the percentage of responses that have not passed quality assurance in the first instance, and the proposals for improvement actions to consider.



8.2. ACTIVITY FLOW





8.3. RESPONSIBILITIES TO THE PROCEDURE

UdL students and society in general:

- Students and interest groups external to the UdL can submit Q/S through the complaints and suggestions computer application.

Anyone from the UdL

- Resolve immediately the complaints that are presented to you, if they are within your scope.
- Receive a Q/S and refer it to the procedure.

Unit responsible for Q/S management.

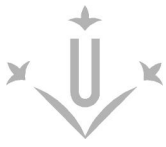
- Treat the Q/S entered in the computer application, assigning them to the person responsible for leading the response, according to what is established in this procedure.
- Evaluate the answers to the quality policy before processing them, and, in case of non-conformity, contact the person responsible for the resolution in order to reach consensus on it. If consensus is not possible, the Q/S should be escalated to the higher level of responsibility to establish the final resolution.
- Lead the analysis of causes and proposals for improvement actions when repetitive complaints occur.
- Prepare the general statistics, and make the report of the set of Q/S.

People responsible for leading the responses.

- Respond to Q/S related to your field.

9. PARTICIPATION INTEREST GROUPS

Students participate directly in this procedure through the submission of complaints and suggestions. Also, the academic leaders of the centers and the UdL also participate directly in the response to the complaints and suggestions raised by the students and promote the actions that must solve the issues raised.



10. RECORDS AND ARCHIVES

Document	Responsible/ Custodian
Complaint and/or suggestion requests	Teaching Quality and Planning (Processor)