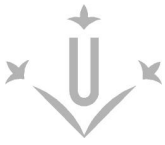


<p>Procedure: MANAGE COMPLAINTS AND SUGGESTIONS (CENTRE)</p>	<p>PG 32</p>
<p>Responsible unit: ACADEMIC ORGANIZATION AND QUALITY</p>	
<p>Approved by: Francisca Santiveri Morata Vice Chancellor of Academic Planning and Quality</p>	
<p>Location: https://cv.udl.cat/portal/site/uop Printed copies are not guaranteed to be valid</p>	

HISTORY OF EDITIONS			
No. version	Date Elaboration	Date Approval	Summary of reasons for change
1.0	April 2020	Electronic signature	Initial edition
1.1	June 2022	Electronic signature	Incorporation of the Regulation of academic and quality commissions



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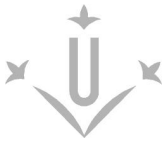
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PREPARATION / REVIEW

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1. OBJECT

The purpose of this procedure is to ensure a channel of communication with the students of the center to collect any type of complaint and/or suggestion, and to give them an answer, as well as to identify what are the opportunities for improvement in order to satisfy their expectations.

2. SCOPE OF APPLICATION

This procedure applies to complaints or suggestions from students of the UdL's own centers.

3. SCOPE OF DIFFUSION

This procedure will be brought to the attention of the academic managers and the students of the UdL's own centers.

4. RELATED PROCESSES

This procedure is part of the process: (A36). Serve customers and ensure satisfaction

5. RELATED MANAGEMENT SYSTEMS

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

6. DEFINITIONS

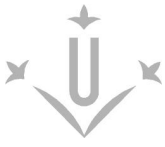
Question: Requirement or request that is made for someone to answer what they know about a matter.

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 behavior".

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 taken into account 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 (centre):

- [Organic Law 3/2018, of December 5, on the protection of personal data and the guarantee of digital rights.](#)
- [Royal Decree 203/2021, of March 30, which approves the Regulations for the performance and operation of the public sector by electronic means. \(BOE no. 77, of March 31, 2021\).](#)
- [Regulations on the figure of the coordinator of a degree and master's training program at the University of Lleida.](#) Agreement no. 74/2016 of the Governing Council of March 30, 2016, modified by Agreement 32/2020 of the Governing Council of February 18, 2020.

8. OPERATIONAL CONTENT

8.1 DESCRIPTION AND DEVELOPMENT OF THE ACTIVITY

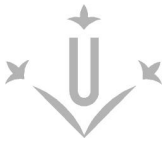
1. Carry out the teaching activity

The teaching staff is responsible for carrying out their teaching assignment, with quality guarantees.

2. Gather the delegates and representatives of the student body by degree

The center, through the heads of studies and/or degree coordination, will establish the necessary means to bring together, at least once a year, the delegates or representatives of the student body of the degree to carry out a joint session to assess the execution of the teaching activity.

Likewise, individual students can address complaints and/or suggestions to those responsible for the degree and the centre.



3. Collect complaints and suggestions

The heads of studies and/or degree coordination will collect the complaints and suggestions that arise from the meetings with the student representatives and those that the students make individually throughout the academic year.

4. Propose improvement actions

The heads of studies, with the collaboration of the degree coordinators, will propose the relevant improvement actions to respond to the complaints and suggestions presented by the students.

5. Respond to individual student complaints and suggestions

In the case of complaints and suggestions presented individually by students, the center's academic managers will respond to the interested person through the same means used by the person who submitted the complaint/suggestion.

6. Post and give accounts

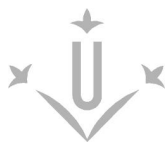
The heads of studies and degree coordination will collect in the annual monitoring report the proposals for improvement that derive from a complaint or suggestion presented by the student linked to the teaching activity of the degree.

7. Develop the center's improvement plan

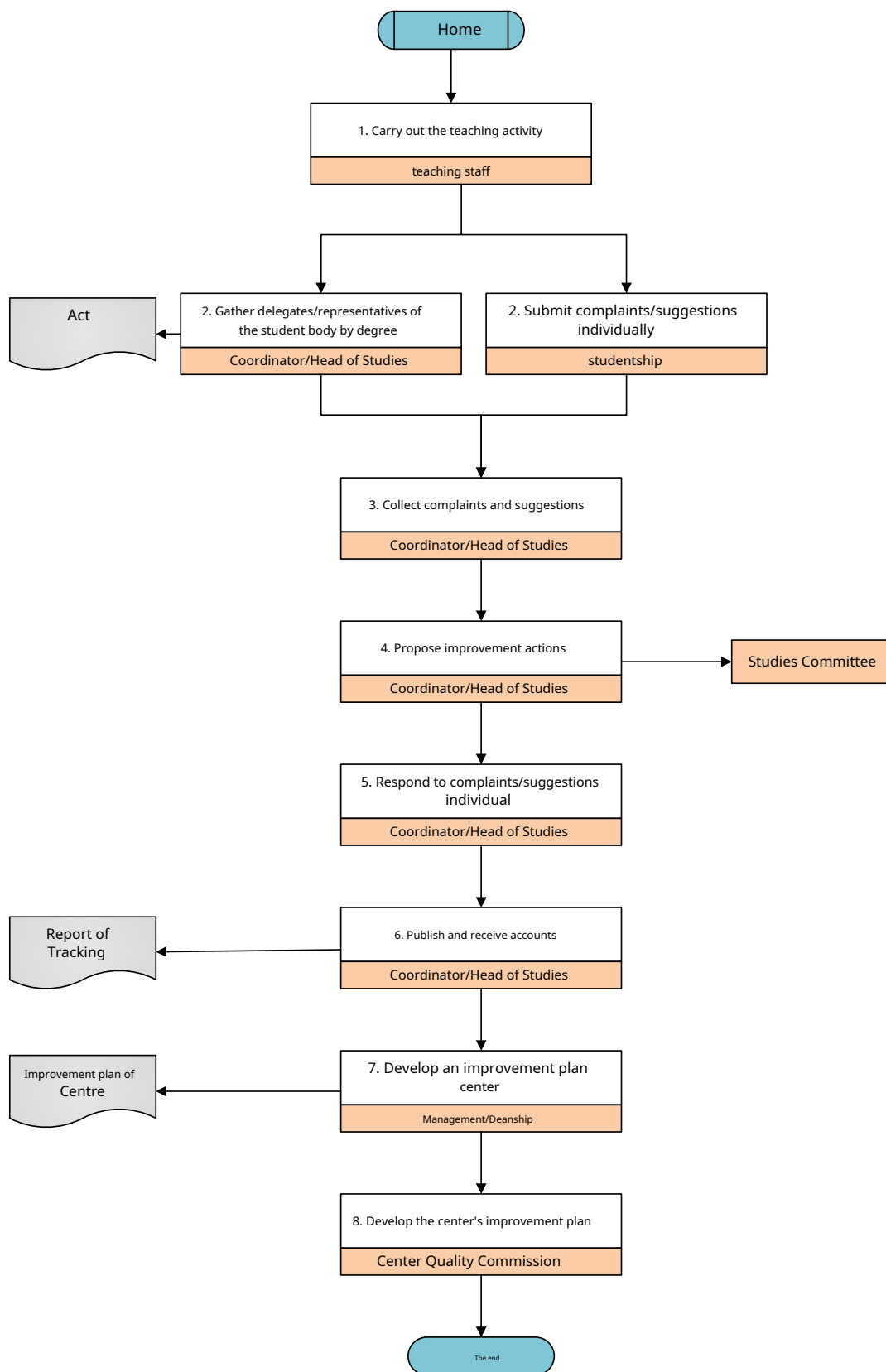
The management of the center will develop the improvement plan based on the proposals identified in the monitoring of the center's quality system.

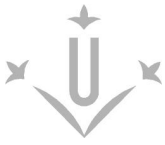
8. Develop the center's improvement plan

The center's Quality Committee has among its functions "To draw up the center's improvement plan and its annual monitoring, so that the center's Board studies and approves them".



8.2ACTIVITY FLOW





8.3 RESPONSIBILITIES TO THE PROCEDURE

- **Coordinator of the training program:** He is responsible for convening the student representatives annually to carry out a joint assessment session of the academic activity and collect any complaints or suggestions that the students of the degree may present.
- **Center Quality Committee:** Prepares the Center's Improvement Plan and its annual monitoring, so that the Center's Board studies and approves them.

9. PARTICIPATION OF INTEREST GROUPS

The composition of the study commissions of the center guarantees the participation of all groups of the university – teaching staff, students and administrative and service staff – in the management of complaints and suggestions presented by the student body.

10. RECORDS AND ARCHIVES

Document	Responsible/ Custodian
Minutes of meetings with the student body	Center management team / Center portfolio
Proceedings of the center's study commissions	Center management team / Center portfolio
Center Improvement Plan	Center management team / Center portfolio