





e) Communication of processing: During the course of the whole processing, the University Ombudsman will keep the person that started the procedure informed, until the end of it.

At the end of every academic year, the University Ombudsman sends the SQU, the list of entries and the treatment given to them, including the registers, dates, persons in charge and resolutions of the different entries. Besides, the University Ombudsman sends to the Rector's Office a more detailed analysis of that same list that has been submitted to the SQU.

### 3. RESPONSIBILITIES

#### ***Student Information Office***

- It offers general support and guidance to all those who need it.
- It also sends notifications about suggestions, complaints, claims or acknowledgements made by students to the SQRA mailbox.

#### ***Vice-Rectorate for Students and University Life: Responsible for the Management of the SCCA Box***

- To receive suggestions, complaints, claims and acknowledgements through the SCCA Box of Universidad San Pablo-CEU and to assign them a reference number.
- To send them to the head of the service or centre concerned.
- To monitor them.
- To send to the SQU, the annual report on the SCCAB.

#### ***University Ombudsman***

- To receive requests for intervention, either through the SCCAB or through their own e-mail, and assign them a reference.
- To identify the person responsible for the service or centre and investigate the circumstances that led to the request, gathering all the necessary information to be able to provide a solution or propose mediation.
- To monitor.
- To inform the interested party.
- To send the Annual Report of the University Ombudsman to the SQU.

#### ***Heads of services or centres***

- To analyse the notification received by the Head of the SCCAB or by the University Ombudsman and to provide the resolution within the established deadlines.
- To notify the solution/improvement/processing of the received notification.
- The person ultimately responsible for the actions related to the suggestions, complaints, claims and acknowledgements that affect the service or the Centre.

**Statistics and Quality Unit of the University**

- It received the Annual Report on the SCCAB, it custodies the register and uses it to make decisions.
- It received the Annual Report written by the University Ombudsman, it custodies the register and uses it to make decisions.

## 4.ACCOUNTABILITY

Both the University Ombudsman and the person in charge of managing the SCCA mailbox prepare a report with the records of entries in their respective services, their current status and the treatment given to them. The SCCA Mailbox report includes the notifications received at the Student Information Office that have to do with Suggestions, Complaints, Claims or Acknowledgements.

These reports are received by the SQU and transmitted to the SubCICs of the degree programmes so that this information is taken into account in the analysis of the degree and its support services.

In addition, this report is used by the Heads of Services and Centres to analyse the notifications received, their typology, their causes, the treatment given to them, and the deadlines used to respond to them.

The information on the system of suggestions, complaints, claims and acknowledgements forms part of the public information, according to P06-Public Information, and is available on the Mailbox form itself, as is the information on the Student Information Office and the University Ombudsman.

## 5.LINK TO THE PROCEDURE OF EACH CENTRE

In the following links, the procedure in force, P29-Suggestions, complaints, claims and acknowledgements management of each centre is available:

- [Law School](#)
- [School of Humanities and Communication Sciences](#)
- [School of Economic and Business Sciences](#)
- [Royal University Institute for European Studies](#)
- [School of Medicine](#)
- [School of Pharmacy](#)
- [Institute of Technology](#)