

1.SUGGESTIONS, COMPLAINTS, CLAIMS AND ACKNOWLEDGEMENTS BOX

The SCCAB is located on the University's website, and on the website of each of the degrees offered, so that any member of the university community, and stakeholders in general, can make suggestions, complaints, claims and/or acknowledgements in a simple way.

Its functioning rules are:

- Claims can only be done by filling in the personal data requested in the form. This way, it is possible to keep the person informed about their progress.
- Suggestions, complaints, and acknowledgements can be done in an anonymous manner or by filling in the form with personal data. Only in the latter case will they receive information on their follow-up.

Procedure:

- a) Reception: The Vice-Rectorate for Students and University Life receives the notification through the box.
- b) Registration number assignment: A reference is assigned and the date of receipt and the service or centre responsible for it are recorded.
- c) Communication of receipt: In the event that the sender has identified himself/herself, he/she is notified of the receipt of the incident.
- d) Sending to the person responsible: Communication of the incident is sent to the service or centre responsible, indicating that it has 15 days to reply to the interested party with a copy to the person responsible for the box or reply with the processing to the person responsible for the box so that it is the latter who communicates the resolution to the interested party.
- e) Recording of the processing: After the response from the person responsible, a record is made of how the entry in the mailbox has been processed and/or what actions are going to be carried out.
- f) Communication of the resolution, in the event that the entry is not anonymous: The data subject is informed of how his/her question has been dealt with and/or the actions taken or to be taken as a result of the question. If the interested party requires additional information, he/she may request it by replying to the e-mail received.

From the SCCAB, a follow-up is done so that the established deadlines are met.

At the end of each academic year, the person responsible for the management of the SCCAB, sends to the Statistics and Quality Unit, the Report on the SCCAB in which the registers, dates and state of processing of the different entries that have of the box are included. In this report, also issues that have been registered in the Student Support Office, both in Both face-to-face and those registered via e-mail for student attention and generic information: atencionalestudiante.usp@ceu.es.

2. UNIVERSITY OMBUDSMAN

The Organic Act on Universities created the figure of the University Ombudsman to ensure the respect to rights and liberties of Professors, students and administration and services personnel with regard to the different University bodies and services' actions.

Furthermore, it establishes that the actions of the University Ombudsman shall always focus on the improvement of university quality in all areas.

Concerning its way of acting, the University Ombudsman will not be subject to mandate. It shall be governed by the principles of independence and autonomy.

The Organisation and Functioning Rules include the figure of the University Ombudsman in its 'Chapter IV, indicating in its article 58, their procedure for action:

- He/she shall act at the request of a party, dealing with any reasoned complaints submitted to him/her, promoting, where appropriate, the opportune summary and informal investigation, and informing the corresponding university body or bodies.
- All academic authorities are obliged to provide the necessary collaboration for the performance of their functions.
- Under no circumstances shall he/she intervene in matters pending resolution in the jurisdictional sphere or subject to disciplinary proceedings.

There are two ways in which the University Ombudsman can be accessed:

- Through the box, when it is established that the incident is its responsibility.
- By contacting the University Ombudsman directly via email: defensor@ceu.es

The procedure followed by the entries is as follows:

- a) Reception: Any request for intervention or mediation addressed to the University Ombudsman shall be submitted to the University Ombudsman, signed by the interested party or parties, in a reasoned document clearly stating the claim, the name and address of the applicant or applicants.
- b) Registration number assignation: Once the request for intervention has been admitted, a reference is assigned to it and the date of receipt and the service or centre responsible for resolving it are recorded.
- c) Communication of receipt: The interested party is notified the reception of the application.
- d) Analysis of the situation: The University Ombudsman will investigate the circumstances that motivated the request for intervention, gathering all the information necessary to be able to provide a solution, to propose mediation or, if the matter cannot be resolved, to provide an explanation to the person concerned.

- 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 receives the Annual Report on the SCCAB, it custodies the register and uses it to make decisions.
- It receives 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 SubIQC 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](#)