

UV post box for suggestions, complaints and compliments

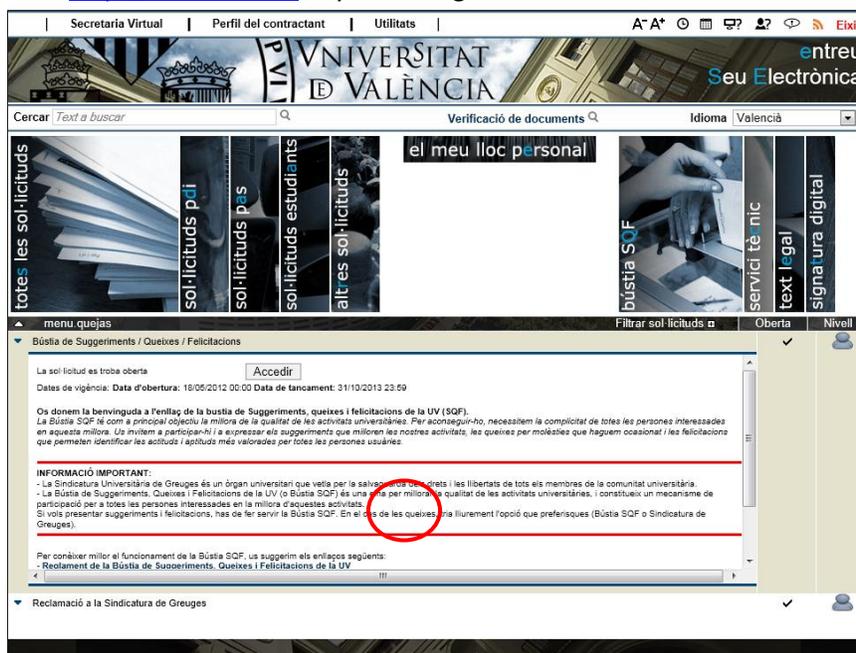
Frequently asked questions

1) In what language can I report suggestions, complaints or compliments?

The UV has two official languages: Valencian and Spanish. Therefore, communications must be expressed in any of these languages. Nevertheless, in order to facilitate these communications to foreign users, the initial form (including the coding of reasons) is also available in English. However, item 13 (description of facts) must be expressed in one of the two UV official languages. This FAQ document is also available in English.

2) How I can make a suggestion, complaint or compliment that is addressed to UV units or personnel?

- a. Electronically: through the UV electronic office: *ENTREU* 
URL: <http://entreu.uv.es>, by accessing the section SQF mailbox



You can download a blank form to submit it in person by expanding the information on the SQF procedure and accessing the link:

[Download the paper form if you wish to file it in person at the registry offices of the UV.](#)

- b. In person: at the *Oficina de Registre General* (Av. Blasco Ibáñez, 13) or at any of its branch offices.

3) Do I have to identify myself to participate in BÚSTIA UV?

Yes, identification is required as anonymous communications are not accepted. There are two ways to prove your identity: in person, by showing a valid identity card, or through electronic means, using one of these three options:

- a. A digital certificate (electronic national ID and a password are the most common, but there are other official user certificates).
- b. A UV generic username (only for members of the university community: students, administration and services staff, professors and researchers with a UV mail username and password).
- c. A UV Electronic Office username (specific access to use the electronic process of *BÚSTIA UV*).

The registration process is virtually automatic.

If you access SQF for the first time, the system detects that you are not a registered user, so it retrieves your data from the certificate or from the university's databases (administrative and service staff (PAS), teaching and research staff (PDI), students), asks for an email account for notifications and completes your registration. You need to re-enter SQF to carry out the procedure.

If you do not have an electronic certificate and you do not have a university username (PAS, PDI and students), you must register through the electronic application form (SEAS). Once filled in, you will be sent an email to complete the registration process.

You can find more information on this procedure in the help section at ENTREU.

4) I forgot my e-mail username or my password. How can I recover them?

Electronic office user:

Access the authentication area as an electronic office user. You will find this link:

<https://webgesdes.uv.es/uvEntreuWeb/contrasenyaOlvidada.jsp>

This will allow you to create a new password to access the application. Enter the e-mail address that you used during the registration process and the new password will be sent to this address.

University user:

If you forgot or lost your password, ask the staff at the office of the secretary of your faculty or school to generate a new password.

Alternatively, contact the classroom **system operator** or the **SIA** (computer support service for students). Your password will be changed and you will be given a new one. Next, for safety reasons, change it for a different one that only you know.

VERY IMPORTANT: Do not forget to bring a document as proof of identity (ID card, etc.). The staff member must be able to ensure that the person in front of him or her is not trying to illegally access your account.

5) What is the difference between filing complaints through the *Sindicatura Universitària de Greuges* and doing so through *Bústia UV*?

- a. The *Sindicatura Universitària de Greuges* is a university collegiate body. *BÚSTIA UV* is a voluntary tool the main objective of which is for users to provide direct and first-hand information that enables us to improve the quality of services in the direction desired by them.
- b. The *Sindicatura* watches over all members of the university community (students, administration and services staff, professors and researchers). *BÚSTIA UV* extends its scope to all individuals participating in UV activities, even if they are not considered UV members.
- c. The *Sindicatura* is a body that is independent from the units. Complaints addressed to units are dealt with by units themselves.

Please note that the two are mutually exclusive procedures: if you choose to file a complaint with the *Sindicatura*, this complaint will fall outside the scope of the *BÚSTIA*. Conversely, if the complaint is filed through *BÚSTIA UV*, the *Sindicatura* will not accept it until the proceeding ends.

6) What is the difference between filing a complaint and lodging a claim or an appeal?

In the case of claims and appeals, a right has allegedly been infringed and, in the face of such infringement, the person concerned requires the restoration of the right. Let us see, then, how these differ from complaints:

- a. In claims or appeals, rights have been infringed; in complaints, that is not necessarily the case, but it is enough that the user feels incorrectly served, ill informed.
- b. The level of demand: while claims or appeals involve a requirement, complaints may only suggest a solution that the university administration is free to adopt or not.
- c. Deadlines: in claims and appeals, the time limits set by law or regulation must be met. In the filing of complaints, no strict deadlines apply.

7) What happens if I make a mistake and I file a complaint instead of a claim or appeal?

The Administration is obliged to dismiss the complaint and reclassify it as an appeal or claim, with the consent of the person concerned. In this case, the date of filing shall be the date when the complaint was registered.

8) Why should I choose a code for the reasons of the suggestions, complaints or compliments?

- a. Because well-specified issues will arrive more quickly and accurately to the responsible person within the University.
- b. Because it facilitates the investigation of the causes.
- c. Because it allows performing statistical analyses to identify which issues most urgently require improvements that make it possible to increase the quality of services addressed to users.

9) When I have finished entering data on the form, there is a screen that gives me two options: on top, "Get document"; at the bottom: "Finish and go to my personal site". What should I do?

I can print the confirmation and save it or I can go to my personal area directly to see my procedures (including this one).

10) Where do I get notifications related to my suggestion, complaint or compliment?

In the section entitled *My personal site* at *ENTREU*.

When the University sends a notification in response to a procedure initiated by you (provided that you agreed to receive them), you are sent an email to your email account.

In that message, you are invited to follow the link to access ENTREU, then 'My personal site' and within it, the section 'My notifications'.

When you access 'My personal site', the system warns you of pending read notifications through a message and an icon  indicating how many.

Pending read notifications are distinguished by having this blinking icon .

To read the notification, you must click on it. Before reading it, the system shows a warning reminding you that the reading details will be recorded, so you will therefore be considered as 'Notified'.

11) The unit to which I addressed my feedback is asking me to provide documents. Where or how can I do so?

- a. If the process was initiated in person, you can submit the required documents to the same place where you filed the form communicating the issue (*Oficina de Registre General*) or directly to the unit that requires them.
- b. If the process was initiated through *ENTREU* you can upload PDF, Word and Excel documents by accessing "*My personal site*" and indicating the path to the documents to be provided.

