SUGGESTION / COMPLAINT / COMPLIMENT FORM

VNIVERSITAT ID VALÈNCIA

Entry Record Number:	TYPE OF FEEDBACK : SUGGESTION ☐ COMPLAINT ☐ COMPLIMENT ☐
Date:	TYPE OF PRESENTATION : ☑ PAPER ☐ ELECTRONIC

A   DETAILS OF THE PERSON PROVIDING FEEDBACK (REQUIRED FOR PROCESSING)

1.- Name :

2.- National ID Num :   **3.- E-mail address :**   **4.- Phone :**

5.- Address :

6.- Town :   **7.- Province :**   **8.- Post Code :**

9.- Type of link with the University (mark the corresponding group) :

☐ Student   ☐ Professor or researcher   ☐ Supplier   ☐ User of cultural offer

☐ International student   ☐ Admin or services staff   ☐ Employer   ☐ Citizen

☐ Prospective student   ☐ Secondary school teacher   ☐ R&D contractor

☐ Others :

10.- Sex :   ☐ Male   ☐ Female

B   REASONS FOR MAKING THE SUGGESTION / COMPLAINT / COMPLIMENT

11.- Type of reason *(give a code according to paragraph 2, on the back of this form)*:

12.- Description of facts (as detailed as possible) :

C   DETAILS OF THE UNIT TO WHICH THE SUGGESTION / COMPLAINT / COMPLIMENT REFERS

13.- Type of unit : *(give a code according to paragraph 3, on the back of this form)*

14.- Name of de Unit responsible for the issue :

15.- Is the issue related with a commitment stated in the Service Charter? :   ☐ Yes   ☐ No   ☐ Unknown

16.- Periodicity : ☐ Morging ☐ Afternoon	**17.- Shift concerned, if applicable :** ☐ Morging ☐ Afternoon
18.- Date when the issue started :	**19.- Date when the issue ended :**

20.- Proposal for a solution in case of complaint :

(please provide the original document and one copy for comparison)

☐   First document attached (if applicable):

☐   Second document attached (if applicable):

☐   Third document attached (if applicable):

D   LOPD

València,   ,

- INSTRUCTIONS FOR COMPLETING THIS FORM -

(1) General instructions:

* Use a pen and write in capital letters. Make sure that data are clearly legible.

* Avoid making corrections, overwriting or erasures. Remember to sign the form.

* This application may be submitted to the Registry Office of the University of Valencia or to any of its branch offices.

(2) Code of the type of reason: Choose the code number that corresponds to the issue, according to the following list:

1. LOCATION AND ACCESS

    1.1. Physical location

    1.2. Signalling of facilities

    1.3. Accessibility via the telephone

    1.4. Accessibility via telematic means

    1.5. Architectural or physical barriers

2. INFORMATION

    2.1. Sufficiency and clarity of information

    2.2. Training of the person who informed me

3. TREATMENT PROVIDED TO USERS

    3.1. Level of kindness and politeness

    3.2. Level of counselling to users

    3.3. Fairness to users

4. QUALITY OF MANAGEMENT SERVICES

    4.1. Processing errors

    4.2. Complexity of procedures

    4.3. Deadlines for making arrangements

    4.4. Waiting times

    4.5. Response or delivery time

    4.6. Coordination between university units

    4.7. Request for unnecessary documents

    4.8. Level of competence shown by staff

    4.9. Opening hours

    4.10. Fulfilment of users' expectations

5. QUALITY OF ACADEMIC SERVICES

    5.1. Arrangement of registration

    5.2. Size of groups

    5.3. Choice of groups

    5.4. Class schedule

    5.5. Teaching languages

    5.6. Compliance with teaching language offered

    5.7. Validations

    5.8. Offer of external internships

    5.9. Allocation of external internship placements

    5.10. Compliance with class schedules

    5.11. Compliance with tutorial hours

    5.12. Compliance with teaching guides

    5.13. Teaching methodology

    5.14. Evaluation methodology

    5.15. Coordination of teaching staff

    5.16. Contents in the curriculum

    5.17. Workload in the curriculum

    5.18. Exams schedule

    5.19. Adequacy of exams to the content taught

    5.30. Marks

6. FACILITIES AND PHYSICAL RESOURCES

    6.1. Environmental and physical conditions

    6.2. Equipment and technological resources

    6.3. Bibliographic resources

    6.4. Furniture and other material resources

    6.5. Adequacy of space

7. OTHERS

(3) Code of the type of unit: Choose the code that corresponds to the type of unit concerned, according to the following table:

Code	Type of unit
A	Lecture Rooms Building
B	Library
C	Faculties and Schools
D	Departments
G	Office of the General Manager
I	Research Institutes
M	Hall of Residence
R	Office of the Principal, Vice-Principal and Secretary
S	University Services and Administrative and Economic Services
H	University clinics
X	Others