

BEFORE HEADING TO THE UNIVERSITY OMBUDS OFFICE

If you are **STUDENT** of the Universitat de València, please read the following instructions before heading to the University Ombuds Office:

I. If you have a problem regarding the ENROLLMENT (enlistment, annulment, refund, group change, schedules, etc.):

1. Head to the Office of the Secretary of the Faculty or School to explain the problem.
2. If the Office of the Secretary cannot solve your problem, please head to the administrator or dean of your Faculty or the head of your School.
3. If you are disagree with the obtained answer and you consider that your rights have been violated, please head to Ombuds officer with all the information of the followed process (<http://www.uv.es/uvweb/sindicatura-universitaria-greuges/en/write-us-/write-us-1285872796638.html>).

II. If you have a problem regarding a GRANT:

1. **Degree grants**: please contact with the Management Unit of Students' Service (Office of the Principal Building, level 0). If your problem is not solved, please head to the Office of Vice-Rectorate of Studies and Language Policy (Office of the Principal Building, level 3).
2. **Postgraduate Studies grants**: please contact with the Research Service (Office of the Principal Building level, 2). If your problem is not solved, please head to the Office of the Vice-Rectorate of Research (Office of the Principal Building, Level 3).
3. In case of being in disagreement with the aforementioned bodies, or if you consider that your rights have been violated, please head to the Ombuds officer with all the information of the followed process (<http://www.uv.es/uvweb/sindicatura-universitaria-greuges/en/write-us-/write-us-1285872796638.html>).

III. In case of having a problem with the grading of a subject:

1. Ask the professor in charge for the revision of the achieved grade.
You can check the rules here:

Reglament d'avaluació i qualificació de la Universitat de València per a títols de grau i màster. [ACGUV 108/2017](#) (valid since the 2017-2018 academic year)

<http://www.uv.es/=sgeneral/Reglamentacio/Doc/Estudis/C9.pdf> (Abolished)

2. If you still disagree with the grade after the revision, you can impugn it to the Dean or director of your centre in a maximum of 5 working days from the publication date of the global definitive grade of the subject. For this purpose, you must attach a writing explaining and giving proper reasons about the impugnation.
3. In case of being in disagreement with the Resolution issued by the Qualifications Review Commission, you may file an appeal with the Principal. You have one month to do so from the date you received the notification. The maximum deadline of the Call Resolution is three months.
4. If you are not satisfied with the response from these options, or if you consider that your rights have been violated, please head to the Ombuds officer

(<http://www.uv.es/uvweb/sindicatura-universitaria-greuges/en/write-us-/write-us-1285872796638.html>).

IV. If you have a problem regarding the continuance at the Universitat:

1. Head to the Office of the Secretary or the Dean's Office of your centre. You can consult the Continuance Policy for University here:

<http://www.uv.es/sgeneral/Reglamentacio/Doc/Estudis/C43.pdf>

2. Please fill the applicant form according to the current regulations.

3. In case of having doubts about the procedure, or if you consider that your rights have been violated, please head to the Ombuds officer with all the information of the followed process (<http://www.uv.es/uvweb/sindicatura-universitaria-greuges/en/write-us-/write-us-1285872796638.html>).

V. If you want to request a curricular compensation:

1. Request information about the procedure to follow at the Office of the Secretary or de Deans' Office of your centre. You can also do it through the Students' Service (Office of the Principal Building, level 0)

You can consult the Regulations on curricular assessment of Degree students of the UV through compensation of marks here:

http://www.uv.es/graus/normatives/Reg_avaluacio_curricular_compensacio.pdf

2. Please fill the applicant form according to the current regulations.

3. In case of being in disagreement with the answer, or if you consider that your rights have been violated, please head to the Ombuds officer with all the information of the followed process (<http://www.uv.es/uvweb/sindicatura-universitaria-greuges/en/write-us-/write-us-1285872796638.html>).

VI. If you have a conflict with any faculty member or administrative and service personnel (PAS):

1. Please head to the head of the Department to inform the incident and request the convenient procedure.

2. When no satisfactory reply is received, please head the the Dean's Office of your centre and inform the Ombuds officer (<http://www.uv.es/uvweb/sindicatura-universitaria-greuges/en/write-us-/write-us-1285872796638.html>).

VII. If you have any other problem which is different from the aforementioned:

1. Please head straight to the University Ombuds Office.

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