



# SERVICE CHARTER

## for students

Secretary's office of the  
**Facultat de Química**



VNIVERSITAT  
DE VALÈNCIA

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# SERVICE CHARTER for students

Office of the Secretary. Facultat de Química



## Mission

The secretary's office of the Facultat de Química of the Universitat de València has the mission of providing management support to the organisation and development of teaching, research and dissemination activities of the centre, and specially contributing on training undergraduate and postgraduate students with the sufficient preparation and practice to carry out their professional activity.

## Services, commitments and quality indicators

### Customer service and information for users

***Service 1** Dealing with information queries and guidance for students (future, current and graduate) and other users.*

**Commitment 1** To respond appropriately to all the information queries made by users.

**Indicator 1** Satisfaction with the information and personal contact received from the Office.

### Admissions for restarting partial official studies

***Service 2** Processing entrance applications through the recognition of partial official studies of students who wish to join the centre and informing about the resolutions.*

**Commitment 2** To process applications for admissions to the centre through the entrance procedure for partial official studies before 30 September (unless any modification of the academic management processes timetable).

**Indicator 2** Resolution rate of admission procedures for partial official studies within the deadline.

### Enrolment

***Service 3** Providing administrative assistance to students during the enrolment process, both in undergraduate and master's studies.*

**Commitment 3** To provide appropriate administrative assistance for enrolment to all students who request it.

**Indicator 3** Satisfaction with the help provided during the enrolment process.

### Cancellation of enrolment due to force majeure

***Service 4** Informing students about how to meet the requirements to totally or partially cancel enrolment due to force majeure, sending the management report to the pertinent committee and starting any procedures derived from it.*

**Commitment 4** To make available the procedure for cancellation of enrolment due to force majeure to the pertinent committee and the Dean's report within 15 working days of the presentation of the application along with all the supporting documentation.

**Indicator 4** Rate of reports issued in time in the matter of cancellation of enrolment due to force majeure.

## Recognition and transfer of credits

**Service 5** *Processing applications for recognition and transfer of credits, sending them to the corresponding committee, informing the student about their decision and, if necessary, issuing the receipt of the accepted recognition.*

**Commitment 5** To notify all the decisions about recognition and transfer of credits within 15 days of the issuing of the corresponding committee's report, as long as the student provides the required documentation.

**Indicator 5** Rate of recognitions of credits processed within the due date.

## Academic records transfer to other universities

**Service 6** *Processing the academic records transfer requested by students accepted in other universities.*

**Commitment 6** To process the transfer of records requested by students to the destination centre within 30 working days of the submission. Documents must have been already processed and fees paid in advance.

**Indicator 6** Rate of transfer of academic records to other universities within the due date.

## Invoices and refunding fees

**Service 7** *Managing students' receipts, including refunds and additional payments.*

**Commitment 7** To inform within 5 working days about any incidents related to payments when the centre is responsible for them. In the case of fee refunds, the due date will be 5 working days from the confirmation of the payment. During the enrolment period, this period shall be 35 working days.

**Indicator 7** Satisfaction with inquiries and management of university fees.

## Mobility programmes

**Service 8** *Inform, enrol and manage the files of students who participate in mobility programmes.*

**Commitment 8** Provide students information for their mobility stay and manage their enrolment, study contract, academic file and general administrative matters.

**Indicator 8** Satisfaction with inquiries and management of mobility programmes.

## Work placements

**Service 9** *Informing students about the procedures and deadlines related to work placements and making the corresponding arrangements.*

**Commitment 9** Inform and manage the processing of external internships properly.

**Indicator 9** Satisfaction with the information received on procedures or enquiries regarding work placements.

## Undergraduate Degree Final Project and Master's Degree Final Project

**Service 10** *Managing the procedures regarding degree's and master's final projects.*

**Commitment 10** To guarantee students who meet the requirements the appropriate processing to defend their final projects within the deadline.

**Indicator 10** Satisfaction with the information received on procedures or consultations about final projects .

## Certificates

**Service 11** *Issuing academic certificates and other certificates requested by students that cannot be processed through the Electronic Office.*

**Commitment 11** To issue academic certificates which cannot be obtained through the online office within 15 working days, except during the enrolment period which will be 45 working days.

**Indicator 11** Certificate issuance rate within the deadline.

## Appealing exam grades

**Service 12** *Processing the student's applications to appeal exam grades and informing them about the resolutions.*

**Commitment 12** To communicate the resolutions of exam grades appealing within a maximum of 5 working days from the decision of the Grade Revision Committee.

**Indicator 12** Satisfaction with the information received on procedures or enquiries regarding appealing exam grades.

## Curricular evaluations for compensation

**Service 13** *Processing the student's applications about curricular evaluation for compensation, sending the dean's report regarding the fulfilment of the requirements and processing the resolution.*

**Commitment 13** To add the qualifications to the student's record within 5 working days of receiving the rector's favourable decision.

**Indicator 13** Rate of incorporation of the qualifications of curricular evaluations by compensation in the academic records within the due date.

## Certificates and European Diploma Supplement (EDS)

**Service 14** *Processing request degree certificates (ordinary or duplicate) and the European Diploma Supplement (SET) and delivering them to the students.*

**Commitment 14** To validate applications for issuing certificates within 15 working days of paying the fees, except during the enrolment period, when the due date will be 45 working days.

**Indicator 14** Rate of certificates processing within the due date.



## Schedules, classrooms and exams calendar

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**Service 15** *Publishing schedules, classrooms and exam dates after the Academic Year Offer's approval.*

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**Commitment 15** To publish the schedules, classrooms and exam dates for each academic year before the beginning of the enrolment period.

**Indicator 15** Compliance with the publication of schedules, classrooms and exam dates before the beginning of the enrolment period.

## User rights

Users of the services provided by the Secretary's Office of the Facultat de Química have the rights recognised in the article 13 of the Law 39/2015, of 1 October, on the Common Administrative Procedure of Public Administrations, and in particular:

- To have up-to-date information with appropriate contents about the services provided by the Secretary's Office.
- To be effectively informed about the procedures that may affect them.
- To be treated with due respect and consideration by all the Secretary's Office staff.
- To know the identity of the staff processing the procedures in which they take part.
- To submit any suggestions, complaints and congratulations that they consider appropriate regarding the services provided by the Secretary's Office and in which they are an interested party.
- To have the confidentiality of their personal data guaranteed, in accordance with the applicable law.
- To have the availability of facilities and services necessary for students with physical or sensory disabilities to be able to study properly and obtain adequate academic training.
- To be assisted in the UV official language used by the student.
- To know about the syllabuses of the subjects and the professors in charge of them.
- To be treated with equality and not to be discriminated on the grounds of sex, ideology, birth, language, sexual orientation, disability or any other circumstance.
- To the protection by the national health system, under the terms and conditions established by the legal provisions that regulate it.
- To their honour, personal privacy and image.
- To any other right deriving from current legislation.

## User duties

- To respect and make good use of the premises, equipment and facilities in order to contribute to maintaining a suitable environment.
- To behave properly with the Secretary's Office staff.
- To access the services provided by the Secretary's Office within the established opening hours.
- To identify themselves by means of their ID card or a document that officially accredits their status as a student at the centre when requested to do so by the Secretary's Office staff.
- To know and follow the provisions that regulate the different services offered by the Secretary's Office.
- To follow the Statutes of the University of Valencia, the regulations that develop them and the agreements and resolutions of the governing bodies.
- To read the notifications sent by the Secretary's Office to the personal account of the UV email address [ @alumni.uv.es ], [ @uv.es ]. To deliver the necessary documentation for the procedure within the established deadlines.
- To deliver the requested documentation for the procedures within the established deadlines.
- To take care of their belongings. The Secretary's Office is not responsible for loss or theft.
- Any other duties arising from current regulations.

## Applicable legislation

### General regulations

- Law 39/2015, of 1 October, on Common Administrative Procedure for Public Administrations.
- Law 40/2015, of 1 October, on the Legal Regime of the Public Sector.
- Organic Law 2/2023, of 22 March, on the University System.
- Organic Law 3/2018, of 5 December, on the Protection of Personal Data and Guarantee of Digital Rights.
- Royal Decree 1720/2007, of 21 December, approving the Regulations implementing Organic Law 15/1999, of 13 December, on the protection of personal data.
- Decree 128/2004 of 30 July of the Generalitat Council, approving the Statutes of the University of Valencia. Decree 45/2013 of 28 March of the Generalitat Council, amending the Statutes of the University of Valencia.
- Law 19/2013, of 9 December, on transparency, access to public information and good governance.
- Law 1/2022, of 13 April, of the Regional Government of Valencia, on Transparency and Good Governance in the Valencian Community. Law 4/2024, of 26 July, of the Generalitat, amending Law 1/2022, of 13 April, on Transparency and Good Governance in the Valencian Community, and Law 8/2016, of 28 October, on Incompatibilities and Conflicts of Interest of persons holding non-elected public office.
- Organic Law 3/2007, of 22 March, on effective equality between women and men.
- Royal Legislative Decree 1/2013, of 29 November, approving the Consolidated Text of the General Law on the rights of persons with disabilities and their social inclusion.
- Law 31/1995, of 8 November, on Occupational Risk Prevention.
- Law 3/2022, of 24 February, on university coexistence.

### State legislation that regulates official degrees

- <https://www.uv.es/uvweb/college/en/undergraduate-studies/academic-information/regulations/spanish-government-legislation-1285850677052.html>

### Autonomic legislation that regulates official degrees

- <https://www.uv.es/uvweb/college/en/undergraduate-studies/academic-information/regulations/autonomous-community-legislation-1285850677078.html>

### Universitat de València legislation that regulates official degrees

- <https://www.uv.es/uvweb/college/en/undergraduate-studies/academic-information/regulations/university-valencia-legislation-1285850677111.html>

### Internal regulations of the Faculty

- <https://www.uv.es/uvweb/chemistry/en/faculty/regulations-1285849470637.html>

## Participation and collaboration

To help improve the services offered, the users may do the following:

- Receive special attention to their information needs, concerns, questions, etc. with regard to the services offered by the unit.
- Give their opinion on the quality of the services offered by the unit.
- Make suggestions for improvement.
- Make a formal complaint when services provided prove unsatisfactory.

Complaints and suggestions received in the unit will be answered within one month.

### Contact

-  **Telephone:** 96 354 43 23
-  **Mailing address:** Avenida Vicent Andrés Estellés, 19. 46100 Burjassot
-  **E-mail:** Through the tiquetingUV link: [Enquiries and procedures](#)
-  **Help desk:** The Secretary's Office of the Facultat de Química is open during office hours (9am - 2pm, Monday to Friday, and 4pm - 6pm, Monday and Tuesday).  
Enquiries and procedures: <https://links.uv.es/oXpV7r9>
-  **Complaints, suggestions and compliments** <https://www.uv.es/bustia>
-  **Surveys:** <https://www.uv.es/uvweb/quality-unit/en/surveys/students/satisfaction-services/surveys-1285893262238.html>

## Complaints

Those users who feel that the commitments outlined in this Service Charter are not being met can submit their complaints and comments through the UV Suggestions, complaints, and compliments mailbox (<https://www.uv.es/bustia>) or to the Registry of the Universitat de València.

In cases of non-compliance, the unit will inform the complainant about the reasons for the breach and of the measures put in place to fix the problem. Failure to comply with the commitments outlined in these guidelines shall not result in any fiscal liability on the part of the administration.

## Validity

This Charter has been approved by Isabel Vázquez Navarro, Vice-Principal for Studies.

The validity of this Charter is four years, starting from 01/01/2026, unless important changes in its contents make an earlier revision advisable.

This Charter will be available on the unit's website: <https://www.uv.es/quimica>

## Location

|                   |                                                                        |
|-------------------|------------------------------------------------------------------------|
| <b>Address:</b>   | Avenida Vicent Andrés Estellés, 19<br>46100 Burjassot                  |
| <b>Telephone:</b> | 96 354 43 23                                                           |
| <b>E-mail:</b>    | Through the tiquetingUV link: <a href="#">Enquiries and procedures</a> |
| <b>Webpage:</b>   | <a href="https://www.uv.es/quimica">https://www.uv.es/quimica</a>      |

## Opening hours

The Secretary's Office of the Facultat de Química is open during office hours (9am - 2pm, Monday to Friday, and 4pm - 6pm, Monday and Tuesday).  
Enquiries and procedures: <https://links.uv.es/oXpV7r9>

## Public transport

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|-------------------|-----------------------------------------------------------------------------------------|
| <b>Metro:</b>     | <a href="https://www.metrovalencia.es/en">https://www.metrovalencia.es/en</a><br>Line 4 |
| <b>Bus:</b>       | <a href="https://www.emtvalencia.es">https://www.emtvalencia.es</a><br>Line 63          |
| <b>Valenbisi:</b> | <a href="https://www.valenbisi.es/en">https://www.valenbisi.es/en</a>                   |

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## Means of public transport

Metro: Line 4  
Bus: Line 63



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