

UNIVERSITY OF VALENCIA

SERVICE CHARTER

TARONGERS



CAMPUS

MANAGEMENT

UNIT

MISSION

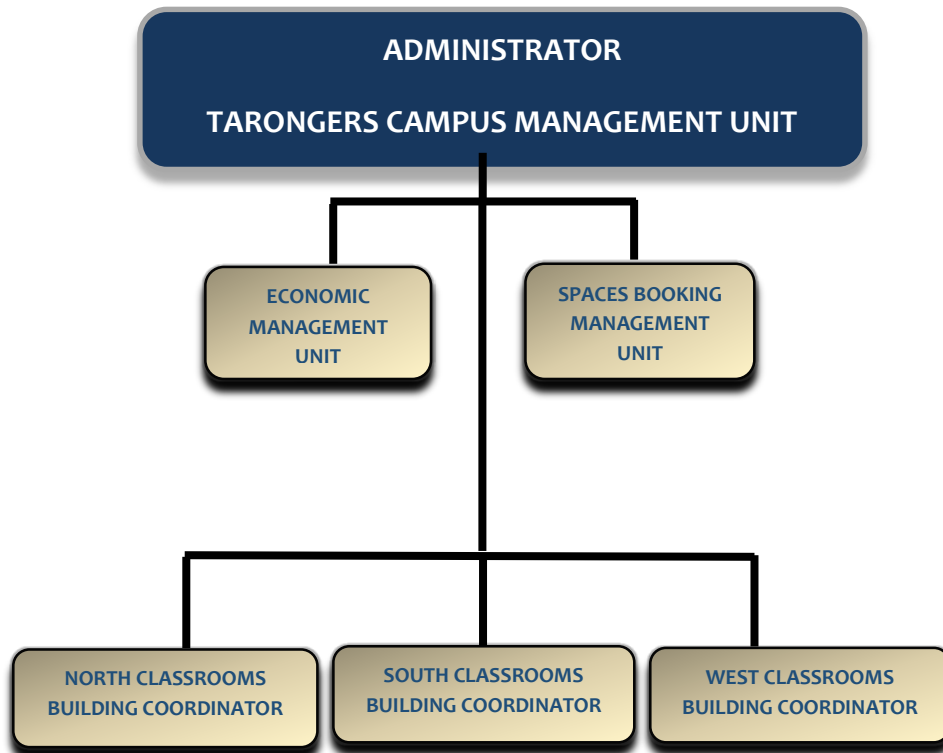
The mission of the Tarongers Campus Management Unit of the University of Valencia is:

- To manage spaces by means of the booking of spaces for educational use, regulated or not, aimed at the university community, so formative or cultural activities can be performed there, as well as the temporary transfer of use of spaces for external users.
- To support the governing bodies to perform the institutional activities carried out on the campus.
- To control and to guard, from the concierge's office, keys, equipment, materials and objects found in order to ensure the good state and operation of the campus, as well as the opening and closing of the facilities.

All this with the purpose of effectively contributing to the development of the activities that are carried out on the campus.

ORGANISATION CHART

The organisation chart of this unit, at the time of writing this charter, is as follows:



SERVICES PROVIDED

The main activities carried out by the **Tarongers Campus Management Unit of the University of Valencia**:

Attention to users

S 1. To address all the demands of information made by users, as well as to guide and resolve the questions and doubts on the operation of the services of the Campus Unit.

Management of spaces

S 2. To allocate and book spaces for regulated teaching (undergraduate and graduate) in UV centres to teach the Academic Offer.

S 3. To manage the booking of spaces, available after the Academic Offer, for non-regulated and complementary teaching for the university community, following the preference criterion of the current protocol and prior justification, in accordance with the specific purposes of the UV.

S 4. To manage the temporary transfer of spaces requested by the university community and external users, in order to develop there activities that are not contrary to the principles of the UV, applying the current budget execution regulations.

Institutional support

S 5. To support the development of institutional activities for the university community, such as:

- To give effect to the agreements of the Campus Council
- Support to elections and other institutional acts
- Registration
- Management of access to the working staff parking

Concierge's office

S 6. The concierge's offices dependent on the Campus Units have the following functions entrusted:

- Opening/closing control and custody of keys
- Mail reception and distribution
- To disseminate information of interest (posters, announcements, dates of exams and campaigns)
- Control and custody of lost materials, equipment and found objects
- Revision and supervision of the good condition and operation of the facilities

Technological support

S 7. To perform the maintenance of the campus audiovisual equipments, as well as to provide the technical support necessary for its use.

COMPROMISES

Attention and information to users

C1. To adequately address all the information demands made by users. [S1]

Management of spaces

C2. To move within 24 hours the incident statements related to computer and audiovisual resources located in classrooms (computer, video projector and PA system...). [S2]

C3. To answer within 24 hours on the availability or not of the non-regulated teaching space requested through the web form correctly filled out **48 hours** in advance.

C4. To answer within 48 hours on the availability or not of the space accountant from the date that all the correct data is available.

Institutional support

C5. To activate 100% of parking card requests within 24 hours, provided the correct data are available. [S5]

Concierge's offices

C6. To open/close, distribute mail and disseminate information of interest in the term or schedule established in each case. [S 6]

Technological support

C7. To make, at least, one annual review in order to ensure the proper functioning of the audiovisual equipment. [S7]

MEASURES OF AMENDMENT

Users who consider that the unit fails to comply with the obligations stated in the Service Charter may lodge their complaints by means of:

- ▶ The UV suggestions, complaints and compliments mailbox:
<http://www.uv.es/bustia>
- ▶ A paper submitted to the UV Registry, addressed to the Burjassot Campus Management Unit.
- ▶ In case of non-compliance, the user will be informed of the causes for which the commitment and the measures taken have not been fulfilled.

Failure to comply with the commitments contained in this charter does not entail any Administration state liability.

INDICATORS

- IND1.** Number of complaints admitted of causes 2 and 3 of the UV suggestions, complaints and compliments mailbox. [C1]
- IND2.** Percentage of incident reports submitted within 24 hours regarding classrooms computer resources. [C2]
- IND3.** Percentage of answers regarding the booking of spaces within 24 hours. [C3]
- IND4.** Percentage of answers within 72 hours regarding the temporary assignment of spaces. [C4]
- IND5.** Percentage of parking card activations within 24 hours. [C5]
- IND6.** Number of complaints regarding deadlines and schedules set regarding opening/closing, mail distribution and dissemination of information of interest by concierge's offices. [C6]
- IND7.** Number of annual reviews made regarding the proper functioning of audiovisual equipment. [C7]

LEGISLATION APPLICABLE TO THE TARONGERS CAMPUS MANAGEMENT UNIT ACTIVITIES

GENERAL REGULATIONS

- ▶ Law 39/2015, of October 1, on common administrative procedure of public administrations.
- ▶ Organic law 15/1999, of December 13, on personal data protection.
- ▶ Royal decree 1720/2007, of December 21, by which the regulation of deployment of the Organic law 15/1999, of December 13, on personal data protection is approved.
- ▶ Organic law 6/2001, of December 21, on universities, and Organic law 4/2007, of April 12, by which Law 6/2001 is modified.
- ▶ Statutes of the University of Valencia approved by Decree 128/2004, of July 30, of the Council of the Valencian Government and modified by Decree 45/2013, of March 28.
- ▶ Law 19/2013, of December 9, on transparency, access to public information and good governance.
- ▶ Law 2/2015, of April 2, of the Valencian Government, on transparency, good government and citizen participation of the Valencian Community.
- ▶ Organic law 3/2007, of March 22, on effective equality for women and men.
- ▶ Royal legislative decree 1/2013, of November 29, by which the consolidated text of the General law of rights of people with disabilities and their social inclusion is approved.
- ▶ Law 31/1995, of November 8, on occupational hazards prevention.

SPECIFIC REGULATIONS

- ▶ Protocol for the use of teaching spaces of the University of Valencia. Approved by the Governing Council of March 1, 2011 (ACGUV 64/2011).
- ▶ Operating regulation of the suggestions, complaints and compliments mailbox (CG 26-IV-2012, ACGUV 80/2012).
- ▶ Regulation of the Virtual Office of the University of Valencia, modified by the agreement 189/2010, of October 27, of the Governing Council of the University of Valencia (ACGUV 99/2010).
- ▶ Budgetary execution regulation.

USERS RIGHTS AND DUTIES

RIGHTS

- ▶ To be treated with respect and deference.
- ▶ To receive a non-discriminatory treatment and care tailored to personal conditions, in accordance with the available resources.
- ▶ To know the identity of those responsible and the staff handling the procedures affecting them.
- ▶ To know, at any time, the status of the processing of the completed applications.
- ▶ To use the official languages in the territory of the Valencian Community, in accordance with what is provided in the legal system.
- ▶ To access public information in the terms provided for in current legislation.
- ▶ To submit suggestions, complaints and compliments deemed appropriate regarding the Services provided by the Burjassot Campus Management Unit in which they are an interested party, through the established channels.
- ▶ Any other right derived from current legislation.

DUTIES








- ▶ To treat the Burjassot Campus Management Unit with respect and deference.
- ▶ To care and properly use the goods, equipment, facilities or enclosures of the university and of the entities that collaborate with it.
- ▶ To respect the name of the symbols and emblems of the university or its bodies, and properly use them.
- ▶ To respect the academic acts of the university and the people who participate in them, notwithstanding the free exercise of expression and manifestation.
- ▶ To present the required documentation in due time.
- ▶ To cite the UV Tarongers Campus Management Unit as a source in any document that uses information elaborated by the Burjassot Campus Management Unit.
- ▶ Any other duty derived from current legislation.

FORMS OF PARTICIPATION AND COLLABORATION

With the purpose of collaborating in the improvement of the provision of the Service, users of the Tarongers Campus Management Unit may:

- ▶ Give their opinion on the perceived quality of the offered Services.
- ▶ Make suggestions for improvement.
- ▶ Raise complaints and claims if the services provided prove unsatisfactory.
- ▶ Receive attention regarding information needs, concerns, questions, etc., with regard to the services offered by the Unit.

Open channels of communication:

	Telephone	961625212
	Mailing address	46022
	Fax	963828516
	Email address	ucata@uv.es
	Personal attention	At the management Unit facilities during office hours (from 9 am to 14 pm, Monday to Friday)
	Suggestions, complaints and compliments mailbox	http://www.uv.es/bustia
	Surveys	http://www.uv.es/...

Associated commitments:

1. Reply to complaints and suggestions within 30 calendar days.
2. Reply to suggestions: We undertake to inform those who make suggestions about the effects they may have on improving the provision of the services we offer.

LOCATION AND OPENING HOURS

MAILING ADDRESS: Av. dels Tarongers, s/n (aulari sud, planta baixa) CP 46022 València

OPENING HOURS: from 9 am to 14 pm (Monday to Friday)

TELEPHONE: 961625212

FAX: 963828516

EMAIL ADDRESS: ucata@uv.es

WEBSITE: <http://www.uv.es/ungetaro/>

MEANS OF PUBLIC TRANSPORT



Lines **4** and **6**



Lines **18, 29, 40, 41** and **71**



www.valenbisi.es

VALIDITY

This is the full text of the Service charter of the Tarongers Campus Management Unit. The shortened version of the charter and the leaflet can be found on the website of the unit <https://www.uv.es/uvweb/unitat-gestio-campus-tarongers>

This charter will remain in force four years from the day after its approval, unless important variations of the content advise to anticipate its review.

Approved by the General Manager

Joan Oltra i Vidal
Valencia, May 4, 2018