

## **The Student Ombudsperson - Advice on how to use the complaints procedure**

This document provides some guidelines to understand which institutional subjects should be consulted according to each specific request and when it is proper to address directly the Student Ombudsperson.

### **1) Information**

To obtain information on courses, timetables, lectures and on examination procedures, please refer to the webpage of your teacher or of the Teaching Manager Office of your specific Study Programme.

Should not this information be actually available, please address the Teaching Manager, who in turn will promptly inform the Directors of the Study Programme, as well as the student representatives in the Study Programme and in the Faculty Council.

### **2) Logistics and operation of facilities**

Should you remark any deficiencies in standards of service (which might include problems with logistics and the operation of facilities, such as malfunctioning of heating and laboratories, lecture halls in bad conditions, bathrooms out of order, poor lighting), please refer to the Head of Department responsible for the organisation of the Study Programme and to the student representatives in the Department Council and in the Faculty Council.

### **3) Programme organisation**

In case of problems linked to the courses organisation or schedules, such as for example conflicting hours of lessons or examination dates, the subject to address is the Director of one's own Study Programme and the student representatives in the Study Programme and in the Faculty Council.

### **4) Payment of tuition fees**

Please refer to the Student Office of the Faculty.

### **When to address the Student Ombudsperson – in the first instance**

- Any time there is an infringement of the students' fundamental rights, in particular those provided for by the Charter of Student Rights or any infringement of the Code of Ethics such as discriminations, abuses, sexual harassment, abuses regarding fairness, transparency, impartiality, freedom, personal dignity and right to confidentiality;
- Any time the submission of an issue requires the guarantee of anonymity, as the Student Ombudsperson, unlike other institutional figures, is bound to confidentiality;
- Any time a teacher or the specially appointed institutional subject refuses to solve a problem or is not able to.

### **When to address the Student Ombudsperson – in the second instance**

If you remain dissatisfied with any responses relating to points 1), 2), 3) and 4) above, if you feel unable to resolve your complaint directly with the subjects in charge of the relating issues and such previous exchange of communications with them may be duly substantiated, you may subsequently address the Student Ombudsperson.