1. **Complaints**

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| **Activity** | **Description** |
| 1. Type of Complaint  2. Complaint Reception  3. Treatment of Non-Conformity  4. Response to Complainants  5. Corrective  Actions  No  Yes  2 End | 1. Complaints can be from:  * Students; * SME; * Teachers; * Staff.  1. Complaints about computer equipment failure or non-computing are dealt with a specific procedure.   Other complaints must be reported, by email or through the suggestion box to the Quality Office (QO).   1. The QO, together with the Presidency, interprets and it appoints the person in charge to analyse and ascertain the causes and, together with the QO, if applicable, establish corrective action. 2. In five days, the QO formalizes the response to those who complained. 3. If the complaint gives rise to corrective action, apply the provisions of point 2. |

1. **Corrective Actions (CA)**

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| **Activity** | **Description** |
| No  Yes  1. CA Definition  2. Implementation  3. Evaluation of Effectiveness  3. Effective?  4. Registration  Closure | 1. Each non-compliance tends to give rise to, at least, one corrective action. The QO, together with the Presidency, defines:   • The person responsible for the corrective action;  • Deadline for completing the corrective action;  • Responsible for evaluating effectiveness;  • How to evaluate effectiveness.  This information is recorded in the Improvement Actions Map.   1. The responsible person implements the defined action and must monitor it gradually in order to detect any deviations. 2. The person responsible for assessing effectiveness, together QO, assesses the results of the corrective action, recording whether it was effective or do not.   If it proves that the action was not effective, it should be registered in the Map of Improvement Actions, resetting the process in point (1), defining a new CA.   1. Registration of the action closure. |

1. **Suggestions**

There is a place at the educational institution with a suggestion box where the educational community (teachers, staff and students) can make proposals aimed at improving the general functioning of the educational institution and the satisfaction of students and interested parties.

These suggestions / complaints are registered in the procedure. In addition, the educational community can send suggestions online by filling out the form, which can be found on the educational institution’s website.

The suggestions are analyzed monthly by the QO and the Presidency. From the analysis of the suggestions, a report is prepared and displayed next to the suggestions box. In the case of complaints, a reply is given to the complainant. When appropriate, suggestions / complaints may give rise to corrective and / or preventive actions, as described in the point 2.