

## TYPES OF INSTANCES AND THEIR FORMULATION AND MANAGEMENT PROCEDURES

### A. INSTANCES OF THE TEACHING ACTIVITY OF THE COURSE OF STUDY (COS)

The procedure adopted by the CoS for the management of reports, complaints and suggestions from interested parties (faculty, staff, students, etc.) regarding the teaching ensures that the instances are taken into account, verifies their justification, assigns them to the management procedures and ensures that the formulator receives a response within a defined time. The CoS also ensures the systematic recording and analysis of instances for the purpose of implementing appropriate improvements and corrective actions. Individuals who submit an instance are protected against any form of discrimination or penalization. The CoS guarantees the absolute confidentiality of those who formulate the petition, whose identity is not disclosed, without prejudice to legal obligations and the protection of the University's rights.

#### Submission of instances on educational activity

Petitions should be submitted, via e-mail, to the identified person in charge, clearly indicating the word SIGNAL or COMPLAINT, followed by the subject of the petition, according to the following table.

<b>Subject of the instance</b> Availability of lecturers; Teaching programs; Delivery of training activities; Methods of assessment; Other instances related to teaching activities	<b>Responsible of petition handling</b>  Professor in charge of Teaching for the Department Prof. Marco Ferrando	<b>E-mail address</b> <a href="mailto:Marco.ferrando@unige.it">Marco.ferrando@unige.it</a>
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#### Management of instances on the teaching activity

For the instances in the above table, in which the CoS is directly involved, the handling procedure includes the following steps:

##### 1.1. Receiving and taking charge phase

Reports and complaints are received by the Head of Teaching for the Department directly in his/her mailbox. Anonymous instances will not be considered. The Head of Teaching ensures the necessary confidentiality of the reporter and all other persons who may be involved in the procedure.

##### 1.2. Assessment phase

The Head of Teaching verifies the relevance and merits of the petition received, ensuring that it is substantiated and justified.

Reports and complaints that do not contain the indication of precise and verifiable facts will not be taken into consideration. In the latter cases, notice will be given to the reporter of the assessment of manifest groundlessness and irrelevance of his or her petition, indicating in a concise, clear and comprehensive manner the reasons for rejection.

##### 1.3. Management phase and implementation of corrective actions

Once the claim has been verified, the Head of Teaching proceeds to forward it to the CoS QA Committee concerned by the report.

The CoS QA Committee then adopts a decision in which it suggests possible corrective actions; the decision is communicated to the parties concerned.

Even if the CoS QA Committee finds that it is unable to reach a decision containing operational proposals and/or suggesting improvement actions, it still registers the instance. The QA Committee of the CoS shall also periodically report to the CoS on the petitions received, always safeguarding confidentiality.

#### 1.4. Outcome of the report and communication of the response

The entire procedure will end within a maximum period of 40 (forty) days from its initiation, coinciding with the sending of the report/complaint. In exceptional cases, adequately motivated, the CoS QA Commission may make use of an additional maximum period of 30 (thirty) days, at the expiration of which the procedure must in any case find definition. The closure of the procedure and its outcome will be appropriately communicated to the person who made the request and any other interested parties.

### B. LOGISTICAL-ADMINISTRATIVE INSTANCES

Instance subject	Instance management Responsible	E-mail contact
<b>1. Information</b> 1. Clarity of procedures and responsibilities of administrative practices; 2. Student career management; 3. Adequacy and completeness of the information relating to the procedures on the website; 4. Legibility and comprehensibility of the forms; 5. Availability of the personnel in charge; 6. Accuracy and homogeneity of the treatment of users; 7. Further reports related to administrative aspects.	Student Helpdesk	<a href="mailto:studenti.poli@unige.it">studenti.poli@unige.it</a>
<b>2. Logistics and support for teaching activities</b> 1. Size and number of classrooms, laboratories, study rooms; 2. Equipment and maintenance of classrooms and laboratories; 3. Libraries and other common places opening hours; 4. Classrooms, laboratories, libraries, study rooms accessibility; 5. Buildings' signage clarity and completeness; 6. Annual calendar of educational activities; Other reports related to the Management/logistics of the educational offer.	Polytechnic School of Engineering Executive Secretariat	<a href="mailto:segreteria.politecnica@unige.it">segreteria.politecnica@unige.it</a>
<b>3. Mobility service</b> 1. Incoming orientation services; 2. Tutoring and in-process guidance services; 3. Outcoming orientation services.	Polytechnic School	<a href="mailto:segreteria.politecnica@unige.it">segreteria.politecnica@unige.it</a>
4. Curricular and extracurricular internships;	Internship Office	<a href="mailto:tirocini.ingegneria@politecnica.unige.it">tirocini.ingegneria@politecnica.unige.it</a>
5. International mobility services	Internationalization Service	<a href="mailto:erasmus.ingegneria@unige.it">erasmus.ingegneria@unige.it</a>

## C. GENERAL NATURE INSTANCES

INSTANCE SUBJECT	<b>Visit</b> <a href="https://aq.unige.it/presidio-qualita/segnalazioni-reclami">https://aq.unige.it/presidio-qualita/segnalazioni-reclami</a>
Administrative reports or complaints	
Individual complaints having as their object acts and conduct, including omissions, of organs, structures, offices or individuals belonging to the University.	
Cases of bullying and sexual or moral harassment that take place in the University's work or study environment.	
Problems encountered by students with disabilities with specific learning disabilities (SLD).	
Reports of facts not resolved in the first instance by the teaching or administrative structures in charge..	
Reports related to ensuring equal opportunities, the enhancement of the welfare of workers and against discrimination.	
Reports of acts or conducts, - including omissions and acts or conducts contrary to laws -, regulations, including the Code of Conduct and Code of Ethics, internal circulars or otherwise relating to a malfunctioning of the administration, carried out by members of the university community, in the performance of their functions, activities carried out and given assignments.	
Reports on issues related to equipment, software, and services provided by the responsible structure of the University, formerly CEDIA (e.g., e-mail, Wifi connection, online services, etc.).	
Reports and suggestions related to Quality Assurance processes.	

*To supplement the above references, see the contact section of the CoS website, containing, among other things, the contacts of the student representatives in the various bodies.*

Document approved by  
CCS of 14th November, 2023