



Sveučilište u Splitu [Medicinski fakultet](#)
Universitas Studiorum Spalatensis [Facultas Medica](#)
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HRVATSKA

Quality Assurance Committee

Guidelines for Handling Complaints (Anonymous Communication)

Dear Students,

The Quality Assurance Committee has prepared guidelines for handling complaints that cannot be resolved through regular evaluation procedures and therefore constitute exceptional circumstances. The School continuously strives to improve the quality of teaching, infrastructure and staff performance to ensure a positive experience for all students. To receive your feedback and complaints concerning various aspects of life at the School, we have established an anonymous communication channel.

These guidelines facilitate the transparent and fair handling of complaints, with the aim of improving working conditions and the satisfaction of all stakeholders at the School.

Please follow the instructions below to submit your complaints anonymously.

SUBMITTING AN ANONYMOUS COMPLAINT

1. Anonymous complaints may be submitted through the anonymous complaint box placed in a visible location.
2. Consider the issues or problems you wish to raise. Your complaint may concern teaching, infrastructure, staff performance or any other relevant aspect of life at the School.
3. Ensure that your communication remains anonymous. Do not include personal information that could reveal your identity. If you wish to receive feedback on the outcome of your complaint, you may assign a unique code when submitting it, for example, the first two letters of your mother's maiden name, the numerical month of your father's birth, and the first two letters of your favourite colour (e.g. SA02ZE). The code must be included on the form and all accompanying documents. If further action is taken, the complaint will be processed under that code.
4. Write your complaint clearly and concisely. Describe specific problems and, if possible, suggest solutions.
5. By placing your complaint in the designated box on the ground floor of Building A (Basic Medical Sciences) of the School, which is located outside the field of view of surveillance cameras, the complainant's complete anonymity is ensured.

HANDLING AN ANONYMOUS COMPLAINT

- Complaints will be carefully considered, and necessary action will be taken in accordance with the School's policies and procedures.
- The complaint box will be emptied on the first Monday of each month in the presence of a member of the Quality Enhancement Committee. Comments will be recorded, and significant issues forwarded to the relevant bodies of the School.
- The Quality Enhancement Committee will ensure that responses to submitted complaints are provided as promptly as possible. The School management or responsible body will assess the complaint to determine its seriousness and relevance. Depending on the nature of the complaint, an internal investigation may be conducted.
- The School will initiate internal procedures to investigate the complaint. These may include interviewing persons involved in the complaint, collecting evidence or statements, and conducting an investigation.
- The School will respect the anonymity of the complainant unless legally required to disclose their identity. Preserving anonymity may be important to protect the complainant against retaliation or other adverse consequences.
- Once the investigation has been completed, the School will decide on further action. This may involve various measures, depending on the seriousness of the complaint and the findings of the investigation.
- After measures have been taken, the School will monitor the situation as necessary to ensure that the measures are effective and that the problem does not recur.
- Procedures may vary depending on the School's policies and procedures.