

Procedure for handling complaints regarding the operation of higher education study programmes

- 1 - A complaint about a study programme or higher education institution, received by A3ES by any means, must be sent to all the executive members of the Management Board.
- 2 - The executive members of the Management Board decide whether the complaint should be taken to the plenary meeting of the Management Board (executive and non-executive members), or whether it should be discarded for lack of justification, or because it concerns a matter that does not fall within the competence of A3ES.
- 3 - If the decision is to take the complaint to the plenary meeting of the Management Board, the Institution in question must be asked for its opinion, with a period of 10 working days for a response to be issued.
- 4 - The decision taken at the plenary meeting of the Management Board on the complaint may include:
 - (i) dismissing the complaint for lack of justification;
 - (ii) sending the complaint to the “Inspeção Geral da Ciência e da Educação” (General Inspectorate for Science and Education);
 - (iii) admitting the complaint and, as a result, opening an accreditation process for a study programme in operation (ACEF), as depicted in paragraph a) of no. 2 of article 4 of the A3ES Regulation no. 392/2013.
- 5 - The decision must be recorded in the minutes of the Management Board plenary meeting, with the appropriate justification.

Approved by the Management Board of A3ES, April 2, 2024