

# NOHA Master's Joint Procedure for suggestions and complaints

## objective

- To address justified complaints and suggestions from individuals about the joint degree (e.g. enrolment, counselling, education received, mobility programs, internships, resources, facilities, services) within the limits of the consortium agreements, the national educational and legal systems and as is reasonably possible and desired. N.B.: The NOHA programme requires from its students a proactive, self-reliant and reasonably flexible attitude in order to cope with the complexities of the joint programme and the exigencies of the humanitarian field.

## data collection system

- Students wishing to make a suggestion or comment about the programme policies or services, either academic or non-academic, can do so informally:
  - at the university by contacting the person in charge (where it seems appropriate),
  - by raising non-individual matters with the student representatives on the NOHA University Programme Committee,
  - by raising individual matters with their student advisor or tutor.
- If informal channels do not suffice, formal suggestions and complaints can be submitted:
  - via the suggestions and complaints system of the partner university,
  - by sending a message to [nohamasters@deusto.es](mailto:nohamasters@deusto.es) posted on the website nohanet.org (the NOHA Master Secretariat will take care that the message is forwarded to the most appropriate person in the network) and bring the issue to the Master Board if considered necessary,
  - by writing a formal letter to the relevant NOHA Director and/or Joint Programme Coordinator, or if the complaint is lodged against the NOHA Director and/or Joint Programme Coordinator, by writing to the President of the NOHA network.

## data analysis system

- The addressee of a complaint will keep the name of the issuer or any other reference **anonymous** (unless the complainer states otherwise) and facilitate a prompt resolution of the complaint.
- The Board will consider complaints about academic judgments, and about matters to do with the student's course of study or research only if the candidate is not satisfied with the outcome reached at the home or host university. The universities are responsible for the effective organization of the tests and examinations which are carried out by the NOHA Faculty at each university. With regard to results of examinations the Board may function as a Review Committee only if the student is not satisfied with the outcome reached at the university level.
- Concerning the handling of complaints of academic judgments and the effective organization of tests and examinations the universities guarantee a system that takes adequately into account the specific nature of the joint programme and its exigencies.

## enhancement system

- An initial response to any complaint can be expected **within 7 days of receipt**, and a considered response to the complaint should be received within a further **three weeks**, with any subsequent remedy implemented with the minimum of delay.

## instruments

- mail address for suggestions and complaints: [nohamasters@deusto.es](mailto:nohamasters@deusto.es)



**NOHA JOINT MASTER DEGREE  
COMPLAINT FORM<sup>1</sup>**

|                              |  |
|------------------------------|--|
| <b>Name</b>                  |  |
| <b>Family Name</b>           |  |
| <b>Email-Address</b>         |  |
| <b>Master cohort/edition</b> |  |
| <b>Home University</b>       |  |
| <b>Host University</b>       |  |

**Specify the decision of the NOHA Master Degree against which you are making a formal complaint:**

**State the ground(s) for the appeal:**

Statement of the additional information on which you base your appeal. Be factual, specific and brief (max.500 words)

**Date**

**Signature**

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<sup>1</sup> All the fields MUST be filled in. Uncompleted forms will not be considered.