

In order to improve the process of handling your complaints sent via the Education Quality Mailbox, we would like to give you some information and tips that will help us respond to your complaints more effectively.

1. **Give us precise information. WHO? WHAT? WHEN? WHERE?** Remember to write the subject of the message and to include in the message the following information: type of classes, date, name of the teacher, course, and the department/division where the teacher works. Thanks to this, the matter reaches the responsible persons, and your complaints can be recognised, investigated and resolved as quickly as possible.
2. **Try to set out your concerns clearly in such a way as to help us grasp their essence.** Describing your complaints in general terms such as “the level of teaching is low” is not sufficient. Instead point out specific information, whether it is the way in which the knowledge is imparted, how up-to-date it is, or the usefulness of the instruction provided to you in your future career.
3. **Make your complaints as soon as possible.** It’s really important that you make your complaints as soon as possible so that you will be able to benefit from the effects of the introduced changes. If you deliver your message late, e.g. at the end of the semester, it will be difficult for you to enjoy positive changes.
4. **Avoid emotional messages.** We understand that sometimes you might feel overwhelmed by emotions, however, emotionally charged language doesn’t help speed up the whole process nor does it make it more effective while at the same time makes it more difficult for us to analyse the problem
5. **Remember that many educational arrangements result from generally applicable provisions, e.g. of [The Law on Higher Education and Science](#), or of [the Act of 21 August 2019](#),** which systematize education and have overriding effect, so sometimes we cannot take into account some of the suggested changes (e.g. changes in the number of hours of courses):
6. **If you have any suggestions regarding the best resolution of the reported issues, feel free to share them with us remembering to describe them precisely.**
7. We are doing everything to solve your problems, **but in some cases only an official complaint (not anonymous)** gives us the basis to take action.