Universitatea Națională de Artă Teatrală și Cinematografică I. L. Caragiale
strada Matei Voievod, nr 75-77, sectorul 2, 021452, București, România
021 252 7457 rector@unatc.ro www.unatc.ro

Procedure for Handling Requests, Complaints and Appeals

1. Purpose and scope

This methodology sets out how UNATC receives, registers, routes and resolves requests, complaints and appeals related to Erasmus+ and other international activities. It makes sure every message receives an answer, is handled by the person competent to solve it, and is resolved within a clear deadline.

It applies to:

- outgoing and incoming students, trainees and doctoral candidates;
- outgoing and incoming teaching and administrative staff;
- applicants to Erasmus+ selections and their families or legal representatives;
- partner institutions, host organisations and any other person who contacts UNATC about international activities.

2. Definitions

- **Request.** A question or demand for information, documents or assistance.
- **Complaint.** A report of dissatisfaction with a service, a decision, a situation or the behaviour of a person, for example about accommodation, payments or behavior during mobility.
- **Appeal.** A formal challenge to a decision, such as selection results, grant amounts or the recognition of credits.
- **Competent person.** The UNATC officer who has the authority to solve the issue, for example the dean, the vice-rector or the dormitory administrator.

3. Principles

- **Accessibility.** Anyone can submit a request, complaint or appeal, free of charge, in Romanian or English.
- **Single point of contact.** A dedicated email address has been established for the submission of complaints, ensuring a transparent, accessible, and effective mechanism for addressing concerns
- **Impartiality.** All complaints shall be reviewed and assessed by the designated committee in an impartial, objective, and transparent manner, ensuring fairness, confidentiality, and the absence of any conflicts of interest throughout the evaluation process.
- **Confidentiality.** Personal data and the content of complaints are shared only with the people who need them to solve the case, in line with GDPR.

- **No retaliation.** Submitting a complaint or appeal in good faith never has negative consequences for the person who submits it.
- **Timeliness and transparency.** Each message is acknowledged, and the person is informed of the outcome and of the options to escalate.

4. How to submit

Requests, complaints and appeals are sent by email to helpdesk@unatc.ro. The address is published on the UNATC website, in the Erasmus+ calls, and in the welcome materials for incoming participants.

The message should include:

- the full name and status of the sender (student, staff, applicant, partner) and the faculty or institution;
- the type of mobility and the period, where relevant;
- a clear description of the issue and, for a complaint or appeal, what outcome the sender expects;
- any supporting documents, as attachments.

Anonymous complaints are accepted, but UNATC may not be able to investigate them fully or to reply. Complaints about discrimination, harassment or abuse can also be submitted directly to the Vice-Rector responsible for international relations or to the UNATC Ethics Committee.

5. Procedure

1. **Submission and Registration.** All complaints shall be submitted through the dedicated email address and formally registered to ensure proper documentation and traceability.
2. **Acknowledgement.** Upon registration, the complainant shall receive an acknowledgment confirming the email of the complaint and providing information on the next steps of the procedure.
3. **Assessment and Review.** Each complaint shall be examined by the designated committee in an impartial, objective, and confidential manner, ensuring fairness and the absence of conflicts of interest.
4. **Resolution and Decision.** Following the assessment, the committee shall issue a reasoned decision in accordance with institutional regulations and the principles of the Erasmus+ Programme.
5. **Response.** The complainant shall be formally informed of the outcome of the assessment and any measures taken, within a reasonable timeframe.
6. **Record-Keeping and Confidentiality.** All complaints and related decisions shall be properly documented and securely stored, ensuring confidentiality and compliance with applicable data protection regulations.

Access to the dedicated complaints helpdesk email address is granted to the following university representatives and departments:

a) Vice-Rector for International Relations;

b) Vice-Rector and Director for Academic Management and Student Affairs;

c) Erasmus+ Office;

d) Student Dormitory Administrator;

e) General Administrative Directors.

6. Allocation of responsibilities

The Erasmus+ Office routes each case according to its nature:

Nature of the issue	Competent person
Issues related to Erasmus+ programme	Erasmus+ Office
Grant amount, top-ups, payments, reimbursements	Erasmus+ Office, with the Financial Department
Accommodation in UNATC dormitories	Dormitory administrator
Academic records, recognition, enrolment status	Faculty secretary office
Teaching, supervision, studio or rehearsal issues	Head of department, Dean
Inter-institutional agreements and partner institutions	Vice-Rector for International Relations
Discrimination, harassment or abuse	Vice-Rector for International Relations and Ethics Committee
Disability, health or inclusion support	Erasmus+ Office, with counselling services

7. Deadlines

Step	Deadline
Acknowledgement of receipt	2 working days
Referral to the competent person	3 working days
Answer to a request	10 working days
Answer to a complaint	30 calendar days, extendable by 15 days

Step	Deadline
Appeal against selection results	Within the deadline set in the selection call
Urgent situation during mobility	Same working day

General deadlines follow Government Ordinance no. 27/2002 on petitions. If a case needs more time, the sender is informed before the deadline expires, with the reason and a new date.

8. Escalation and appeal

If the sender is not satisfied with the answer, they can escalate the case:

1. to the Vice-Rector responsible for international relations, within 15 calendar days of the answer;
2. to the UNATC Ethics Committee, for issues of ethics, discrimination or harassment;
3. to the National Agency for Community Programmes in the Field of Education and Vocational Training (ANPCDEFP).

9. Urgent situations during mobility

In emergencies such as accidents, serious illness, loss of documents, threats to safety or crisis situations in the host country, participants should first contact local emergency services (112 in the EU) and the host institution. They should then inform the Erasmus+ Office by email with "URGENT" in the subject line, or by phone. Urgent messages are handled on the same working day.

10. Confidentiality and data protection

Information received through the helpdesk is processed only for handling the case, in line with Regulation (EU) 2016/679 (GDPR) and the UNATC data protection policy. Only the Erasmus+ Office and the competent person have access to a case. Registers and correspondence are kept for the period required by the Erasmus+ grant agreement and archiving rules.

11. Monitoring and improvement

- The Erasmus+ Office keeps a register of all requests, complaints and appeals
- If needed, the Erasmus+ Office reports to university management
- Recurring issues lead to concrete improvements, for example clearer information, changes to procedures or training for staff.
- The methodology is reviewed every two years, or earlier if the Erasmus+ rules change.