**Guidelines on the Course Quality Assurance Officer's action on student reports.**

1. For any general inquiries or requests for clarification, students may first contact the Student Representatives via email. The contact details will be provided on the Degree Course webpage.
2. The Department also ensures that students can report any issues related to the subjects under the Quality Assurance Officer’s (RAQ) responsibility through a dedicated online system.
3. The Quality Assurance Officer’s (RAQ) is responsible for receiving requests from students regarding any critical issues related to the proper conduct of educational activities.
4. The RAQ files and retains requests and, if within its scope, notifies the relevant professors and technical or administrative staff.
5. The RAQ conducts a preliminary assessment of the inquiries received to determine their relevance and to contact the appropriate personnel.
6. If the matter is outside the RAQ's scope, he will promptly notify the student, typically within seven days.
7. Instead, if the matter falls within the RAQ's scope and concerns the general organization of educational activities, he will inform the student and the relevant personnel about the corrective actions taken or, at the very least, the outcome of the request's analysis, typically within 30 days.
8. If the matter concerns course units, exams or final examination, the RAQ contacts the student and the professor for his report. He will then reach out to the President of the Degree Course and, if needed, the Director of the Department submitting his report and recommendations for the corrective action. The RAQ will communicate to the student any corrective actions decided, within 30 days.