TUBAF
Die Ressourcenuniversität.
Seit 1765.

Concerns and complaints during your studies

TUBAF endeavours to continuously improve its study conditions and services. In order to achieve this, a quality management system for all aspects of study has been established, which reviews all degree programmes on a regular basis. Great importance is attached to the student perspective and this is integrated into the processes. Important feedback instruments in quality management are the student course evaluations and module evaluations as well as other student surveys.

Suggestions, ideas, criticism or complaints from our students are extremely valuable and important in terms of a culture of quality and continuous development. Therefore, please take the opportunity to share your opinions and suggestions for improvement with us.

Please note that there are contact persons and advice options at different organisational levels of TUBAF. Solutions are often found fastest and best where the problems arise. Complaints and concerns should therefore be dealt with as closely as possible to the subject of the discussion. **Therefore, please contact the office closest to your complaint or suggestion first (e.g. module coordinators in the case of problems in the module; the dean of studies in the case of problems with the degree programme).** The next higher level should only be involved if your suggestion or problem cannot be dealt with at one level.

Contact persons for students, depending on the subject matter:

Lecture	• Lecturer • Module responsible (Module description) • Dean of studies
Module	• Module responsible (Module description) • Dean of studies
Study programme and organisation	• Assigned official for education of faculty • Student counselling of faculty • Student office (Central student counselling) • Student representatives of faculty
Examination issues	• Examiner/lecturer • Examination committees • Student office
Development of the study programme	• Study commission and dean of studies
Behaviour of a lecturer	• Lecturer • Dean of studies • Equal opportunities officer of faculty or TUBAF • Dean
Equality, equal opportunities, discrimination, advancement of women, diversity	• Equal opportunities officer of faculties • Equal opportunities officer of TUBAF
Inclusion and accessibility	• Representative for students with disabilities • Inclusion representative
Mental stress	• Psychosocial counselling of Studentenwerk

If necessary, concerns and complaints can also be submitted via TUBAF student council or student representatives of a faculty in order to maintain anonymity.

You can also find a comprehensive list of counselling services and contact persons on the TUBAF website: tu-freiberg.de/en/study/service-and-counselling