



UPPSALA
UNIVERSITET

Committee for the Master
Programmes at the Medical
Faculty

Complaints and feedback

Welcome to the Master's program at the Medical faculty at Uppsala University!

We hope that you find our courses interesting and rewarding and our teaching to be inclusive and professional. If you do have questions or concerns regarding your studies, we would like you to follow this communication plan in order to get a quick resolution to your problem. Most issues can be solved easily by speaking to a relevant member of the teaching staff. Please note that this is not a flow chart model i.e. you do not follow the steps in the exact order as listed here. You can skip steps in between if you prefer to do so. However, following the order we suggest here is the fastest and often the best way to address your concerns.

First, talk to your course leader or course administrator and discuss the problem and possible solution. Hopefully, this can lead to immediate improvement and resolution.

Examples of questions that should be discussed with the course leader: problems that are related to the course content, for example, seminars, lab practicals, lectures. Also questions about examination, schedule or how to compensate for absence in case of illness should be directed to the course leader.

Examples of questions that should be discussed with the course administrator: course registrations, exam registrations or registrations of results in Ladok.

If you have personal problems, for example, regarding stress or questions about how to plan your studies, you should contact the study advisors (with professional confidentiality). They can also guide you if you are uncertain about where to turn with other questions regarding your studies. You can book an appointment with them through <https://www.timecenter.se/medfarmuu/>. If you have more serious problems, you can always turn to the Student Health Center: <https://www.uu.se/en/students/support-and-services/student-health-service>

Second, and if problems with a specific course do not lead to a solution, speak to your programme director/coordinator and discuss the issue and possible strategies to resolve the problem. You should also turn to the programme director/coordinator if you have questions about the course choices within the programme.

Third, and if you have not been able to solve the problem to satisfaction, speak to others responsible at the department giving the course. For example, the head of studies/head of department/equal opportunities representative and discuss the problem and possible solutions.

Fourth, and if the problem remains, you can seek help from independent advisors provided by the Uppsala student union (<https://www.uppsalastudentkar.se/international-students/student-union>), as the student liaison officer (studiebev.med@us.uu.se) or in severe cases the student ombudsman (studentombud@us.uu.se). You can also discuss the problem with your MMC (Medical Master Council) representative if you have questions/complaints regarding issues that concerns several master programs at the Medical faculty.

Give your course feed-back in the course evaluation!

It may not be possible to solve your problem quickly, but a good strategy to get a positive change for future students is to fill in and submit the course evaluations. A high response rate is an essential instrument for course leaders and program directors when planning for changes to improve the courses and the overall quality of the programs.

The evaluation is read by all responsible teachers in the course and major issues will also be commented in a course report. The report with comments and suggestions for improvements will be available on Studium to new students admitted the following year.

Further information about where to go with complaints and links to relevant sites can be found at <https://www.uu.se/en/students/your-rights>