



REGISTRE DES RECLAMATIONS ET SUGGESTIONS

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date: 04/06/2024

N o.	Type (C/S)	Reception Date	Name of Sender	Status	Nature / Details of Complaint	Department / Responsibl	Response Date	Actions / Measures	Remarks
1	Complaint	Survey	Anonymous	Student	Thanks to Mr. Hamza for his dedication and efforts	General Management	05/04/2024	Inform Mr. Hamza of the thanks and share with staff at the next	Encourage a culture of recognition within the institution
2	Complaint	Survey	Anonymous	Student	Recommends ESSAT of Gabes to friends	Admissions Service		Use the testimonial in the school's marketing	Use positive feedback to promote the institution
3	Suggestion	Survey	Anonymous	Student	Suggestion to improve the Teams app	IT Department	Early 2024-2025	Analyze current issues with Teams and identify possible improvements with service	Plan an update of the app to enhance user experience

4	Suggestion	Survey	Anonymous	Student	Lack of practical work and mini-projects	Academic Department	End of university year	Assess current program and integrate more practical and mini-projects into the relevant courses	Planning the integration for the next academic semester
5	Complaint	Survey	Anonymous	Student	Request for a designated prayer space	Infrastructure Manager	01/01/2024	Evaluate available space and plan the layout	Realized
6	Complaint	Survey	Anonymous	Student	Request for a specialized curriculum in software engineering	GL Department Head	18/06/2024	Review curriculum to integrate specific courses like software testing, AR-VR development, etc.	Revision in progress
7	Complaint	Survey	Anonymous	Student	Classroom discipline issues	Student Affairs Manager	Early 2024-2025	Implement strict rules and awareness sessions for students and	Disciplinary measures strengthened

8	Complaint	Survey	Anonymous	Student	Lack of study resources	Infrastructure Manager	Early 2024-2025	Construct two new computer rooms and expand the library with new equipment	Planning underway
9	Complaint	Survey	Anonymous	Student	Lack of transparency in evaluations	Academic Head	End of university year	Review evaluation procedures to ensure fairness and transparency	Audit of evaluation practices
10	Complaint	Survey	Anonymous	Student	Eliminate biases and partialities in student evaluations	Student Affairs Department	End of university year	Revise evaluation methods to ensure fairness; conduct training sessions for teachers on equity plan development	Implementation of an evaluation practices monitoring system