

REGULATION
OF THE OPERATION OF THE MECHANISM FOR THE MANAGEMENT OF STUDENT
COMPLAINTS AND OBJECTIONS

According to the Decision of the Senate of the Aristotle University of Thessaloniki No. 78656/23.06.2023 "Approval of the Regulation of Postgraduate Studies Programs of the Aristotle University of Thessaloniki (A.U.T.H.)" (Government Gazette 4084/B-23.06.2023), the following apply:

Article 22 - Postgraduate Students' Complaints Management Mechanism

Postgraduate students may express any complaint or objection related to their studies and for this reason the complaints management mechanism is applied to each Postgraduate Studies Program separately. The aim is to qualitatively upgrade the operation of the P.M.S. with full respect for all those involved in the educational and research process, but much more so for the recipients of this process to whom it must be accountable. This specific procedure concerns all complaints/objections related to the quality of the educational, research and administrative services provided by the Department.

A Complaint is defined as an expression of dissatisfaction (oral or written) on the part of a student of the Department, due to the denial of his expectations regarding the quality level of the services provided.

An Objection is defined as any written and official expression of doubt or objection on the part of the student regarding the decision of the competent body of the Department, regarding his submitted request.

The complaint management policy is addressed to active postgraduate students and aims to resolve a disagreement or problem, such as: Disagreement on matters of studies and attendance, Inappropriate behavior by a member of academic or administrative staff, Inadequate information of students by members of the D.P.M.S. During their studies, postgraduate students are occupied by both rights and obligations, as described in the D.P.M.S. Regulations. They must also contact their Academic Advisor for guidance and support on issues that concern them and are related to their studies and attendance. Students may submit an oral or written complaint when an action or decision of a member of the Department or a collective body is not consistent with:

- the regulations of studies and attendance,
- the Code of Ethics and/or the prescribed procedures, concerning academic teaching and research,
- the rational use of facilities and infrastructure,
- the protection of intellectual property and intellectual rights,
- appropriate work behavior,
- equal treatment and equality,
- the fight against harassment and sexual harassment.

Postgraduate students may express any request or objection related to their studies, as follows:

- For academic issues related to studies, postgraduate students may contact the Academic Advisor of the Program.
- For issues that require mediation between postgraduate students and professors or administrative services of the Institution, the observance of legality within the framework of academic freedom, the treatment of maladministration and the preservation of the smooth operation of the Institution, students may contact the Student Ombudsman of the Institution. The Student Ombudsman ensures the observance of legality and academic ethics and order within the framework of academic freedom and the treatment of maladministration in order to preserve the smooth operation of the Institution. The Ombudsman does not intervene in substantive issues of teaching or grading in exams, but only examines phenomena of arbitrariness or violation of ethical rules during the conduct of exams (written or oral).
- For violations of ethics and quality of studies, students may address the Ethics Committee of the Institution.
- For issues concerning gender discrimination, students may address the Gender Equality Committee.
- For issues concerning the protection of personal data, students may address the Data Protection Officer (DPO).

The complaints/objections management mechanism may include the following stages:

Stage 1: Direct Resolution

HEARING: examination of a complaint by a graduate student by a faculty member of the Graduate School of Education. The graduate student reports the complaint to a faculty member/faculty member/academic staff member (the responsible professor or the course instructor or the academic advisor) or to a member of the administrative staff (the head of the secretariat), depending on the nature of the complaint. The Department member examines the complaint in collaboration with the student and proposes a solution. In cases where, after completing the direct resolution process, the student objects to the proposed solution or the situation is still problematic, then he may submit his complaint in writing to his Academic Advisor within 30 days from the date of the problem.

Stage 2: Formal Resolution

MEDIARATION: Examination of the graduate student's complaint by his/her Academic Advisor. The Academic Advisor examines the complaint in collaboration with the graduate student and proposes a solution. In this direction, the Academic Advisor, at his/her discretion, communicates with other members of the Department with the aim of requesting their assistance, as is their duty, in resolving the problem.

ADMINISTRATIVE REVIEW: Examination of the student's complaint by the President of the Department. In cases where, after the completion of the Academic Advisor's mediation process, the student objects to the resolution or the situation is still problematic, then he/she may submit his/her complaint in writing to the Secretariat, addressed to the President of the Department, using the specific Complaint & Objection Submission Form which states, among other things, the hearing and mediation process that was followed. The President of the Department shall take the necessary steps to examine/investigate the problem. Depending on the nature of the problem, he/she may call the student to a hearing and request the assistance of any member or body of the Department or the Institution or refer the complaint to the Department Assembly. In cases where the President refers the complaint to the Department Assembly, the decision is final and the student may not file an objection and make use of the third stage of this procedure. Within a reasonable time and depending on the nature of the problem and the urgency of the matter, the student is duly informed of the outcome of the actions that have been taken and the decisions that have been taken regarding the complaint.

Stage 3: Objection and Final Review of the Problem/Complaint

OBJECTION: Examination of the objection by the Department Assembly. In cases where, after the completion of the administrative review of the complaint, the postgraduate student objects to the resolution or the situation is still problematic, then he/she may resubmit his/her complaint in writing to the Department Assembly or the Curriculum Committee, via protocol, using the specific Complaint & Objection Submission Form that states, among other things, the hearing, mediation and administrative review process that was followed.

In cases where the Department President has already requested the assistance of the Department Assembly at the Administrative Review stage, the student may not submit an objection and make use of this step of the procedure. The decision to be taken by the Department Assembly is final.

Personal Data

The M.A.S. archives and manages information concerning the personal data of students in accordance with applicable legislation. It is noted that all the above procedures must follow the Personal Data Protection Regulation of the Aristotle University of Thessaloniki and operate in accordance with it in order to fully ensure the protection of postgraduate students.

It is noted that the terms “student”, “students”, “professor”, “professors” refer to all genders.

ARISTOTLE UNIVERSITY OF THESSALONIKI
SCHOOL OF HEALTH SCIENCES
DEPARTMENT OF MEDICINE

POSTGRADUATE PROGRAM

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COMPLAIN FORM

TO THE DEPARTMENT OF THE POSTGRADUATE PROGRAM.....

FIRST NAME:.....
REGISTRATION NO.:.....
Telephone/Mobile:.....
email.....

DESCRIBING YOUR COMPLAINT

I declare that I consent to the management of my personal data by the Head of the
Master of Science..... for the purpose of processing my present complaint.

Thessaloniki

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IF YOUR DETAILS ARE INCORRECT, YOUR STATEMENT WILL NOT BE ACCEPTED