



Management Regulation of Complaints and Objections by Students of the University of Thessaly

Table of Contents

Article 1 Purpose	3
Article 2 Definitions	3
Article 3 Scope of Application.....	3
Article 4 Student Affairs Committee.....	3
Article 5 Submission procedure of complaints and objections	4
5.1 Oral (Informal) submission procedure of complaint:	4
5.2 Formal submission procedure of complaint or objection:	4
Article 6 Right to information.....	5
Article 7 Evaluation of the application of the resolution procedure of complaints and objectives	5
Article 8 Other means and methods for the submission of complaints and objections that students at the University of Thessaly can utilize	6
Article 9 Protection of personal data	6

Article 1 Purpose

1. The purpose of the Student Complaints & Objection Management Regulation (KDPE in Greek) is to create a mechanism for managing student complaints and objections in order to address any problems and malfunctions encountered by the student during their studies in a reliable, systematic, and impartial manner, so that the services provided to students by the University of Thessaly are continuously improved.
2. Each student has the right to submit a complaint or an objection to the competent Department or Service of the University of Thessaly at any given time and to request the resolution of the issue, according to the procedures of this Regulation.

Article 2 Definitions

1. An objection is defined as any written expression of disagreement or doubt by the student regarding a pending or problematic resolution of the issue/problem that concerns him/her.
2. A complaint is defined as the expression of dissatisfaction (oral or written) by a student regarding the quality of the academic and administrative services provided by the Academic Departments and other Services of the University.

Article 3 Scope of Application

1. The provisions of this Regulation apply to the entire active student population of the three cycles of studies of the Academic Departments of the University of Thessaly, (including the Postgraduate Programs in which the Departments of the University of Thessaly operate as the enforcing Departments), as well as to students who are enrolled or studying at the University of Thessaly through exchange programs (such as the Erasmus+ program) or other mobility programs.
2. The competent body in each Academic Department for monitoring and proper implementation of the procedure for managing student complaints and objections is designated as the Student Affairs Committee of the Department.
3. At all stages of the complaint or objective management procedure, all involved parties must take into account and comply with the provisions concerning the protection of personal data, as defined by the applicable legislation in force at any given time.
4. The files concerning the submission of a complaint or objection report, as well as the actions taken regarding them and their results, are stored in a secure location within the Department Secretariat and confidentiality is maintained.
5. This regulation does not apply to any act or complaint that is handled by prosecutorial or judicial authorities.

Article 4 Student Affairs Committee

1. The Student Affairs Committee is appointed by the Assembly of the Departments and consists of three faculty members with their alternates and has a three-year term.

2. The members of the Student Affairs Committee are accessible to students by establishing regular weekly office hours and providing alternative methods of counseling (such as email or videoconferencing).
3. Office hours and alternative forms of communication are posted on the Department's website and are updated immediately in case of changes.

Article 5 Submission procedure of complaints and objections

1. Students must be aware of and must have studied the general and specific Regulations of the Study Programs and Departments they attend, as well as the general Operating Rules of the University of Thessaly, so that they know their obligations and rights before submitting their complaint or objection.

5.1 Oral (Informal) submission procedure of complaint:

1. Students have the right to orally report the problem to their Academic Advisor within 15 days of its occurrence. The Academic Advisor discusses with the student any issue that sets obstacles in his/her studies.
2. If the problem is not resolved after the discussion with the Academic Advisor, or the student does not wish to discuss the issue with the Academic Advisor, or a conflict of responsibilities or roles arises with the Academic Advisor, then the formal procedure of paragraph 2 that follows is applied.

5.2 Formal submission procedure of complaint or objection:

1. The student records the issue that concerns him/her on the Complaint and Objection Submission Form (see Appendix). The relevant form is posted in a visible place on the website of the respective Department. The student submits the signed form to the Secretariat of the Department either electronically, in person, or by mail within 15 days from the inability to resolve it through the informal procedure.
2. In case the informal resolution procedure of paragraph 1 has been previously followed, it must be mentioned on the Form, as well as the hearing and mediation process that was followed.
3. The complaint or objection document submitted to the Department Secretariat receives a reference number and is forwarded to the Department's Student Affairs Committee. The Secretariat informs the student accordingly.
4. The Student Affairs Committee examines the issue concerning the student and takes the necessary actions resolve it immediately, if possible. Otherwise, the Committee refers the matter to another competent body of the Department or structure or service of the University.
5. Depending on the nature of the problem, the Student Affairs Committee has the right to summon the student for a hearing to present their views before taking the necessary actions. The student is informed in a timely manner, at least three (3) days in advance, via e-mail, about the time and date of the meeting.
6. The Student Affairs Committee may summon other involved members of the academic community for a hearing to resolve the issue.
7. The process of addressing/resolving the complaint is recorded according to the relevant form found in the Appendix of this Regulation.

8. If the problem is not resolved or the proposed solution does not satisfy the student, they may resubmit the complaint directly to the Department Assembly, following the procedure mentioned in section a) of this document, additionally including the actions that have already been taken.
9. If the issue is referred to the Department Assembly, any decisions related to its resolution are final and irrevocable. If the case is complex, the Department Assembly may refer the matter to another body or structure of the University. If the issue is resolved without referral to the Department Assembly, then the case is closed.
10. In the case where all the above procedures have been applied but the student still disagrees with the decision on the resolution of the issue, they may address the Vice-Rector for Academic Affairs, Student Issues, and Quality Assurance of the University for a renewed settlement.
11. Obviously unfounded or abusive complaints or objections are not submitted for discussion to the competent bodies.

Article 6 Right to information

1. The Student Affairs Committee shall inform in writing or electronically, through the Secretariat of the relevant Department, within a period of 30 days from the submission of the student's complaint, about the actions taken and the method of resolving the issue.
2. In the event that the student does not receive notification within the aforementioned period, they may contact the Vice Rector for Academic Affairs, Student Affairs, and Quality Assurance of the University for further resolution of their complaint or objection.

Article 7 Evaluation of the application of the resolution procedure of complaints and objectives

1. The Student Affairs Committee, in collaboration with the Secretariat of the relevant Department, registers and classifies complaints and objections submitted through the written/formal procedure by subject, in a manner that makes their results measurable, evaluable, and comparable, both qualitatively and quantitatively.
2. The Student Affairs Committee evaluates the results of the procedure and records them.
3. At the end of each academic year, the Student Affairs Committee prepares a report that includes (without reporting personal data) the following information:
 - a) The total number of complaints and objections submitted by students to the Department.
 - b) The total number of complaints and objections from students that were examined, according to the procedure established by the Department.
 - c) The total number of complaints and objections from students that, after examination, were resolved by the Department or the University.
4. The report is forwarded through the Internal Evaluation Team (IET) to the Quality Assurance Unit of the University of Thessaly (QAU-UoTh) for further processing.

5. The responsibility for compliance with this Regulation lies with the Head of the Academic Department for complaints or objections submitted by undergraduate students, the Director of the respective Program for postgraduate students and doctoral candidates.

Article 8 Other means and methods for the submission of complaints and objections that students at the University of Thessaly can utilize

Students at the University of Thessaly have the opportunity to utilize the following Committees and Units:

1. *Student Advocate*: Students at the University of Thessaly can utilize the Student Advocate for matters within its jurisdiction, as detailed in the relevant Institutional Regulations.
2. *Committee for Gender Equality and Combating Discrimination*: The University's Internal Rules detail the responsibilities of the Committee for Gender Equality and Combating Discrimination and describe the procedure for submitting complaints and objections that fall within its scope.
3. *Ethics Committee*: The Code of Ethics and Good Practice, included in the University's Internal Rules, details the responsibilities of the Ethics Committee and describes the procedure for submitting complaints and objections that fall within its scope.
4. *International Student Support Unit*: The International Student Support Unit is responsible for supporting international students of the University who are enrolled in foreign-language study programs. It is also responsible for facilitating communication between international students and the University's services and structures.
5. *Unit for Equal Access for Persons with Disabilities and Special Educational Needs*: The Unit's responsibilities include supporting members of the student community at the University of Thessaly with disabilities and/or special educational needs, aiming to enhance their access to the University and to raise awareness and support for the University's teaching and administrative staff on accessibility issues.

Article 9 Protection of personal data

In any case of submitting complaints or objections, as well as during the drafting of reports or the presentation of related data, the provisions on the protection of personal data of the current legislation and the personal data protection policy of the University of Thessaly shall apply.

No of Complaint/ Date
(Filled in by the Secretariat)

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TO:
 Secretariat of the Department

Submission Date:

Please fill in the following **compulsory** fields and submit the document to the electronic address: (write the e-mail address of the Secretariat)

Name:		
Capacity:	Student Undergraduate Postgraduate Doctoral Candidate	
	Reg. No.:	
	Year:	
	Telephone / Mobile:	
	Email:	
The complaint concerns		
	Student matters:	
	Study matters:	
	Matters related to food:	
	Housing matters:	
	Communication matters:	
	Relations with educational matters:	
	Personal data:	
	Other:	
Please write briefly and clearly the problem you have encountered or your complaint		

Solemn Declarations

I hereby explicitly and unconditionally consent to the processing of my personal data for the purpose of managing this complaint	
I understand that the confidentiality of communication will be ensured, as stipulated in the Internal Rules of the University of Thessaly and current legislation	
I declare that I have been informed about the Study Guide as well as the general operating rules of the University and I am clearly aware of my rights and obligations	
I have been informed about the Personal Data Protection https://www.uth.gr/panepistimio/axiologisi-poiotita/prosopika-dedomena	

Filled in by the investigation body of the complaint (Academic Department)		
Investigation of the complaint or objection with s/n		
Participants		
Name:	Position:	
Analysis of cause		
Competent		
Department	Service	Other
Way to address the problem – Correction action		
Information provided for the complainant		
Competent:		
Date:		

The President of the Department