



HELLENIC REPUBLIC  
National and Kapodistrian  
University of Athens

**REGULATION FOR THE OPERATION OF THE STUDENT COMPLAINTS AND  
APPEALS MANAGEMENT MECHANISM**

**Inter-Institutional – Interdepartmental**

Postgraduate Program

**"Resuscitation"**

of the

Department of Midwifery and the Department of Biomedical Sciences

of the University of West Attica,

and the School of Medicine

of the National and Kapodistrian University of Athens

**Official Decision Number of the General Assembly: 27/21-12-2021**

## **Student Complaint Management Policy**

### **Introduction**

In order to improve the operation of the Inter-Institutional Interdepartmental Postgraduate Program (IIPP) and within the framework of strengthening the student-centered educational process and accountability, the procedure for submitting and managing complaints by the students of the IIPP "Resuscitation" is hereby established.

The objectives are, firstly, to ensure student satisfaction and, secondly, to safeguard the academic integrity and reputation of the Postgraduate Program. This procedure concerns all complaints related to the quality of educational and administrative services provided by the Program.

### **Definitions**

**Complaint:** an expression of dissatisfaction by a postgraduate student due to unmet expectations regarding the quality level of the educational and administrative services provided.

### **Purpose**

This complaint management policy is addressed to active students of the IIPP and aims at resolving disagreements or issues such as:

- I. Disputes regarding academic studies and attendance
- II. Inappropriate behavior by academic or administrative staff
- III. Inadequate guidance from academic staff
- IV. Inadequate guidance from administrative staff

### **Scope of Application**

Students are expected to study the Study Regulations and, more generally, the operational rules of the University to be fully aware of their rights and obligations. They should also contact their Academic Advisor for guidance and support on issues related to their studies. Students may submit oral and/or written complaints when the actions or decisions of any member of the Postgraduate Program do not comply with:

1. The Rules of Studies and Attendance
2. Codes of Ethics and/or related Policies regarding:
  - I. Teaching
  - II. Research

- III. Acceptable Use of Information and Communication Services and Systems
  - IV. Intellectual Property and Copyrights
  - V. Protection of Personal Data
  - VI. Research-Oriented Postgraduate Studies
  - VII. Work Conduct
  - VIII. Equality and Anti-Discrimination
  - IX. Prevention of Harassment and Sexual Harassment
3. Any other policy/regulation/rule or circular governing the University's operation in teaching and attendance matters.

**Note:** Complaints regarding issues of ethical conduct should be directed to the competent bodies provided by law and the internal regulations of the University of West Attica (Article 47), such as the Ethics Committee or the Student Ombudsman.

### **Complaint Categories**

Complaints typically fall within the following three thematic areas:

#### **A. Academic issues, including:**

- 1. Teaching of courses/labs
- 2. Feedback/communication with instructors/supervisors
- 3. Examinations

#### **B. Support services for studies and student life, including:**

- 1. Student Welfare and Support Services (registrations, exam schedules, housing, financial or other support)
- 2. Department Secretariat
- 3. Mental Health Center
- 4. Facilities
- 5. International student mobility
- 6. Financial matters
- 7. Library issues
- 8. Employment-related issues
- 9. Safety and Health issues
- 10. Physical accessibility to University campus spaces
- 11. Electronic access issues

## C. Issues of Harassment and Sexual Harassment

### Important Note

Complaints related to the following matters are exclusively addressed through the resolution and appeals procedures defined in the relevant Policies, Codes of Ethics, or Attendance Rules:

- Automatic termination of studies
- Student housing
- Course grading
- Harassment and Sexual Harassment

### Complaint Submission Procedure

#### Stage 1: Direct Resolution

**Hearing:** Examination of the student's complaint/issue by a member of the Postgraduate Program.

The student reports the problem/complaint to a faculty member (responsible professor or course instructor) or an administrative staff member (secretariat), depending on the nature of the complaint. The member of the Postgraduate Program examines the issue in collaboration with the student and proposes a solution.

The student must submit the complaint within 30 days from the date the issue arose.

Complaints may also be submitted via student representatives.

#### Stage 2: Formal Resolution

**Mediation:** Examination of the complaint by the Academic Advisor.

If, after the direct resolution process, the student contests the resolution or the issue persists, they may submit the complaint to their Academic Advisor via email and request a meeting during official consultation hours. The Academic Advisor investigates the complaint in cooperation with the student and proposes a solution. The Academic Advisor may consult other members of the IIPP as needed to resolve the issue.

**Administrative Review:** Examination of the complaint by the Director of the Postgraduate Program.

If after the mediation process the complaint remains unresolved or contested, the student may submit a formal written complaint using the official Complaint Submission Form. This form must clearly, concisely, and objectively state the issue, and include details of the hearing and mediation stages that were followed.

The Postgraduate Program Secretariat immediately forwards the complaint and any relevant supporting documentation to the Program Director. The Secretariat maintains a confidential complaint file for one (1) year; access is restricted to the Secretariat and the Program Director. The Program Director undertakes the necessary steps to investigate the issue, which may include hearing the student and consulting any relevant members or bodies of the Program. If the Director determines that the student requires protection, appropriate safeguards shall be provided.

If the complaint concerns a faculty/research/administrative member of the Program, the Director is obliged to inform the concerned individual and request oral and/or written clarifications for complaint resolution.

Together with the Coordinating Committee members, the Director reviews all collected evidence and takes the appropriate actions to resolve the matter. If the proposed resolution is accepted by the complainant student, the process concludes.

If the complaint remains unresolved after administrative review, the Program Director forwards the case to the appropriate institutional body. In such cases, e.g., referral to the Ethics Committee, the Secretariat does not retain the complaint file.

Within a reasonable time frame, depending on the nature and urgency of the issue, the student is informed of the outcome and decisions related to the complaint.

### **Inter-Institutional Interdepartmental Postgraduate Program titled "Resuscitation"**

Department of Midwifery and Department of Biomedical Sciences, School of Health and Welfare Sciences, University of West Attica and Medical School, National and Kapodistrian University of Athens

## **Complaint Submission Form**

To: Secretariat of the IIPP

Reference No.: \_\_\_\_\_

The Inter-Institutional Interdepartmental Postgraduate Program, in its effort to continuously improve the quality of services offered, provides the opportunity for students to express complaints, observations, and comments related to the quality of educational and administrative services provided.

**Full Name:**

**Father's Name:**

**Status:**

**Home Address:**

**Phone/Mobile:**

**Email:**

Please briefly and clearly describe the problem or complaint you faced regarding the services provided (educational, administrative, etc.).

I explicitly and unconditionally consent to the processing of my personal data for the purpose of this complaint.

Athens, \_\_\_\_\_

Complainant's Signature: \_\_\_\_\_

*Any false statement in completing this form renders this declaration invalid.*