

REGULATION OPERATION OF THE STUDENT COMPLAINTS AND OBJECTIONS MANAGEMENT MECHANISM According to Decision of the Senate of Aristotle University of Thessaloniki no. 78656/23.06.2023 "Approval of the Regulation of Postgraduate Programs of Aristotle University of Thessaloniki (AUTH)" (Government Gazette 4084/B-23.06.2023), the following applies:

Article 22 - Postgraduate Student Complaints Management Mechanism Postgraduate students can express any complaint or objection related to their studies, and for this purpose, a complaints management mechanism is implemented separately for each Postgraduate Program. The aim is to enhance the quality of operation of the Postgraduate Program with full respect for all involved in the educational and research process, especially those affected, to whom accountability is owed. This specific process covers all complaints/objections related to the quality of services provided by the Department's educational, research, and administrative services.

A "complaint" is defined as the expression of dissatisfaction (verbal or written) by a student of the Department due to disappointment regarding the quality level of the services provided.

An "objection" is defined as any written and official expression of doubt or opposition by a student regarding the decision of the Department's competent body concerning their submitted request.

The complaints management policy is aimed at active postgraduate students and seeks to resolve disputes or problems such as: disagreement on study and attendance issues, inappropriate behavior by an academic or administrative staff member, inadequate information provided to students by members of the Postgraduate Program.

Postgraduate students, during their studies, are subject to both rights and obligations as described in the Postgraduate Program Regulations. They are also required to consult their Academic Advisor for guidance and support on matters concerning their studies and attendance. Students may submit a verbal or written complaint when an action or decision of a Department member or collective body is inconsistent with:

- Study and attendance regulations,
- Code of Ethics and/or prescribed procedures related to academic teaching and research,
- Rational use of facilities and infrastructure,
- Protection of intellectual property and intellectual rights,
- Proper work behavior,
- Equal treatment and equality,
- Prevention of harassment and sexual harassment.

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

- For issues related to academic content regarding their studies, postgraduate students may address the Program's Academic Advisor.
- For issues requiring mediation between postgraduate students and professors or institutional administrative services, ensuring legality within the framework

of academic freedom, addressing mismanagement phenomena, and safeguarding the smooth operation of the institution, students may address the Ombudsman for Students of the Institution. The Student Ombudsman ensures compliance with legality, academic ethics, and order within the framework of academic freedom, addressing instances of mismanagement to safeguard the smooth operation of the institution. The Ombudsman does not intervene in substantive teaching or grading matters but only examines instances of arbitrariness or violation of ethical rules during examinations (written or oral).

- For violations of ethical and quality standards in studies, students may address the Ethics Committee of the Institution.
- For issues related to gender discrimination, students may address the Gender Equality Committee.
- For matters concerning personal data protection, 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 the postgraduate student's complaint by a member of the Department's Academic Staff of the Postgraduate Program. The postgraduate student reports the complaint to a member of the Academic Staff/Assistant Professor/Associate Professor (to the responsible lecturer or course instructor or academic advisor) or a member of the administrative staff (to 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 remains problematic, the student may submit their complaint in writing to the Academic Advisor within 30 days from the day the problem arose.

Stage 2: Official Resolution MEDIATION: Examination of the postgraduate student's complaint by the Academic Advisor. The Academic Advisor examines the complaint in collaboration with the postgraduate student and proposes a solution. In this direction, at the discretion of the Academic Advisor, communication is made with other members of the Department to seek their assistance, as they are also obliged to contribute to solving the problem.

ADMINISTRATIVE EXAMINATION: Examination of the student's complaint by the Department Chair. In cases where, after completing the mediation process by the Academic Advisor, the student objects to the resolution or the situation remains problematic, the student may submit their complaint in writing to the Department Secretary, with the Department Chair as the recipient, using the specific Complaints & Objections Submission Form, which includes, among other things, the hearing and mediation process followed. The Department Chair takes necessary actions to examine/investigate the problem. Depending on the nature of the problem, they may call the student to a hearing and seek 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 Department Chair refers the complaint to the Department Assembly, the decision is final, and the student cannot raise an objection or use the third stage of this procedure.

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

Objection: Examination of objection by the Department Assembly. In cases where, after completing the administrative review process of the complaint, the graduate student objects to the resolution or if the situation remains problematic, then they may resubmit their complaint in writing to the Department Assembly or the Program Committee, using the specific Complaints & Objections Submission Form, which includes, among other things, the hearing process, mediation, and administrative review process followed.

In cases where the Department Chair has already sought the Department Assembly's assistance during the Administrative Review stage, the student cannot object or use this step of the process. The decision made by the Department Assembly is final.

Personal Data

The M.Sc./Ph.D. Program archives and manages information regarding personal data of students in accordance with current legislation. It is emphasized that all the above procedures must adhere to the Personal Data Protection Regulation of the ATh to fully ensure the protection of graduate students.

Aristotle University of Thessaloniki School of Health Sciences Medical School

**Postgraduate Program "Health and Environmental Factors" Complaint
Submission Form**

To the Coordinator of the Postgraduate Program

Name:

Father's Name:

Registration Number:

Phone/Mobile:

Email:

DESCRIBE YOUR COMPLAINT

I declare that I consent to the management of my personal data by the Coordinator of the Postgraduate Program for the purpose of processing my current complaint.

Thessaloniki,

Applicant:

IN CASE YOUR DETAILS ARE INACCURATE, YOUR STATEMENT WILL NOT BE ACCEPTED