



**Department of
Veterinary Medicine**

Postgraduate Studies Programme

**«ΔΙΑΧΕΙΡΙΣΗ ΥΓΕΙΑΣ ΧΟΙΡΩΝ ΚΑΙ
ΠΟΥΛΕΡΙΚΩΝ/ PORCINE AND POULTRY
HEALTH MANAGEMENT»**

A13

Regulation

Operating Complaints and Objections

Mechanism

Students' Complaints

General Assembly approval: Assembly Nr. 779/12-12-2023

30/SEPTEMBER / 2024

Postgraduate students can express any complaint or objection related to their studies and for this reason, the complaints management mechanism is applied in each Postgraduate Programme separately. The aim is to improve the quality of the operation of the MSc Programme with full respect for all those involved in the educational and research process, but even more so for their recipients, to whom it must be accountable. This procedure concerns all complaints/objections concerning the quality of the educational, research and administrative services provided by the School. A complaint is defined as the expression of dissatisfaction (verbal or written) on the part of a student of the Department, due to the frustration of his/her expectations regarding the quality level of the services provided. An objection is defined as any written and formal expression of doubt or objection on the part of the student to the decision of the competent body of the School, regarding the request submitted by the student. The Complaints Handling Policy refers to active postgraduate students and is intended to resolve a disagreement or problem, such as:

- I. disagreement on matters of study and attendance,
- II. inappropriate behaviour by a member of academic or administrative staff,
- III. inadequate information to students by a member of academic or administrative staff.

During their studies, postgraduate students are subject to both rights and obligations as described in the Regulations of the MSc. 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 a verbal or written complaint when an action or decision by a member of the School or a competent body is not in accordance with:

- the rules of study and attendance,
- the Code of Conduct and/or the procedures laid down, relating to academic teaching and research,
- the rational use of facilities and infrastructure,
- the protection of intellectual property and copyright,
- appropriate work conduct,
- equal treatment and equity,
- combating harassment and sexual harassment.

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

- For academic issues related to the studies, postgraduate students may contact the Academic Advisor of the Programme
- For issues that require mediation between postgraduate students and professors or administrative services of the Institution, the observance of legality in the context of academic freedom, the handling of maladministration and the safeguarding of the proper functioning of the Institution, students can turn to the Student Advocate of the Institution. The Student Advocate ensures the observance of legality and academic ethics and order in the context of academic freedom and the treatment of maladministration in order to safeguard the proper

functioning of the Institution. The Advocate does not intervene in substantive matters of teaching or marking of examinations but only examines cases of arbitrariness or violation of ethical rules in the conduct of examinations (written or oral).

- For violations of ethical rules and quality of studies, students may appeal to the Ethics Committee of the institution.
- For issues concerning gender discrimination, students may address the Gender Equality Committee.
- For matters relating to the protection of personal data, students may address the Data Protection Officer (DPO).

The complaint handling mechanism may include the following stages:

Stage 1: Direct Resolution.

Hearing: The postgraduate student reports the complaint to a member of the teaching staff of the faculty (the professor in charge or the course lecturer or the academic advisor) or a member of the administrative staff (the head of the secretariat), depending on the nature of the grievance. The faculty member reviews the complaint with the student and proposes a solution. In cases where, after the resolution process is completed, the student objects to the proposed resolution or the situation is still problematic, then the student may submit a written complaint to his/her Academic Advisor within 30 days of the date the problem occurred.

Stage 2: Formal Resolution.

Mediation: Consideration of the postgraduate student's complaint by the student's Academic Advisor. The Academic Advisor reviews the complaint with the graduate student and proposes a resolution. In this direction, the Academic Advisor, at his/her discretion, shall also contact other members of the School to seek their assistance, as is their duty, to resolve the problem.

Administrative Review. In cases where, after completion of the mediation process by the Academic Advisor, the student objects to the resolution or the situation is still problematic, the student may submit his/her complaint in writing to the Secretary Office, addressed to the School Chairman, using the specific Complaints and Objections Form which indicates, among other things, the hearing and mediation process followed. The Chairman of the School shall take the necessary steps to examine/investigate the problem. He or she may, depending on the nature of the problem, call the student for a hearing and request the assistance of any member or body of the School, or the Institution, or to refer the complaint to the General Assembly of the School. In cases where the Chairman refers the complaint to the General Assembly, the decision is final and the student cannot submit an appeal and use the third stage of this procedure. Within a reasonable period of time, and depending on the nature of the problem and the urgency of the matter, the student will be duly informed of the outcome of the actions taken and the decisions made in relation to the complaint.

Stage 3: Objection and Final Review of the problem/complaint.

Objection. In cases where, after the administrative review of the complaint has been completed, the graduate student objects to the resolution or the situation is still problematic, then he/she may re-submit his/her complaint in writing to the General Assembly of the School or the MSc Programme Coordination Committee, via protocol office, using the specific Complaints and Objections Form which indicates, inter alia, the procedure of hearing, mediation and administrative review followed. In cases where the School Chairman has already requested the assistance of the General Assembly of the School at the Administrative Review stage, the student may not submit a complaint and use this step of the process. The decision taken by the General Assembly of the School is final.