



**Department Medicine**

**Postgraduate Studies Program**

***"New methods and technologies in the  
treatment of Diabetes Mellitus"***

M3.2.

Regulation

Mechanism Operation

Complaint Management

and

Student Objections

December 2023

**REGULATION**  
**MANAGEMENT MECHANISM OPERATION**  
**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 Programs of the Aristotle University of Thessaloniki (AUTH)" (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 complaint management mechanism is applied separately in each Postgraduate Program. The aim is to upgrade the quality of the operation of the Postgraduate Program with full respect for all those involved in the educational and research process, but much more for its recipients to whom it must be accountable. This procedure concerns all complaints/objections related to the quality of educational, research and administrative services provided by the Department.

A complaint is defined as the expression of dissatisfaction (oral or written) on the part of the student of the Department, due to the disillusionment of his 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 Department regarding the submitted request.

The complaint handling policy is addressed to active postgraduate students and aims to resolve a disagreement or problem, such as: Disagreement on study and attendance issues, Inappropriate behavior by a member of academic or administrative staff,

Incomplete information of students by the members of the I.P.P.S.P.

Postgraduate students are occupied during their studies by both rights and obligations, as described in the Rules of Procedure of the I.P.P.S. Also, they must contact their Academic Advisor for guidance and support on issues that concern them and are related to their studies and studies. Students may submit an oral or written complaint when an action or decision of a member of the Department or a collegiate body is inconsistent with:

- the regulations of study and attendance,
- the Code of Ethics and/or the prescribed procedures for academic teaching and research,
- the rational use of facilities and infrastructure,

- the protection of intellectual property and copyright,
- appropriate work conduct,
- equal treatment and equality,
- combating 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 can 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 in the context of academic freedom, the confrontation of maladministration phenomena and the safeguarding of the proper functioning 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 in the context of academic freedom and addresses maladministration phenomena in order to safeguard the proper functioning of the Institution. The Ombudsman does not intervene in substantive matters of teaching or marking in examinations, but only examines phenomena of arbitrariness or violation of ethical rules during the conduct of examinations (written or oral).
- For violations of ethics and quality of studies, students may contact the Ethics Committee of the Institution.
- For issues related to gender discrimination, students can contact the Gender Equality Committee.
- For issues related to the protection of personal data, students may contact the Data Protection Officer (DPO).

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

### **Stage 1: Direct Resolution**

**HEARING:** examination of a complaint of the postgraduate student by a faculty member of the Postgraduate Program. The postgraduate student reports the complaint to a faculty member / E.D.I.P. / E.T.E.P. (to the responsible professor or to the instructor of the course or to the academic advisor) or to a member of administrative staff (to the head of the secretariat), depending on the nature of the complaint. The member of the Department examines the complaint in cooperation with the student and proposes a solution. In cases where after the completion of the The student objects to the solution proposal or the situation

is still problematic, then he/she may submit within 30 days from the day of occurrence of the problem, his/her complaint in writing to his/her Academic Advisor.

### **Stage 2: Formal Resolution**

**MEDIATION:** Examination of the postgraduate student's complaint by his/her Academic Advisor. The Academic Advisor examines the complaint in cooperation with the graduate student and proposes a solution. To this end, the Academic Advisor, at his discretion, communicates with other members of the Department in order to request their assistance, as they are obliged to do so. in solving the problem.

**ADMINISTRATIVE EXAMINATION:** Examination of the student's complaint by the Head of the Department. In cases where, after the completion of the mediation process of the Academic Advisor, 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 Head of the Department, using the specific Complaint & Objection Submission Form that mentions, among others, the hearing and mediation procedure followed. The President of the Department takes the necessary steps to examine / investigate the problem. He/she may, depending on the nature of the problem, invite 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 Assembly of the Department. In cases where the President refers the complaint to the Departmental Assembly, the decision is final and the student cannot submit 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 taken and the decisions taken regarding the complaint.

### **Stage 3: Objection and Final Review of Problem/Complaint**

**OBJECTION:** Examination of an objection by the Assembly of the Department. In cases where, after the completion of the administrative examination process of the complaint, the graduate student objects to the resolution or the situation is still problematic, then he/she may resubmit his/her complaint in writing to the Assembly of the Department or the Program of Studies Committee, through protocol, using the specific **Complaint & Objection** Submission Form indicating, inter alia, the hearing, mediation and administrative examination procedure followed.

In cases where the President of the Department has already requested the assistance of the Department Assembly at the stage of the Administrative Examination, the student may not

submit an objection and make use of this step of the procedure. The decision to be taken by the Departmental Assembly is final.

**Personal Data**

*The Postgraduate Program archives and manages the information concerning students' personal data in accordance with the 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", "professor" refer to all genders.*

**ARISTOTLE UNIVERSITY OF THESSALONIKI  
SCHOOL OF HEALTH SCIENCES  
DEPARTMENT OF MEDICINE**

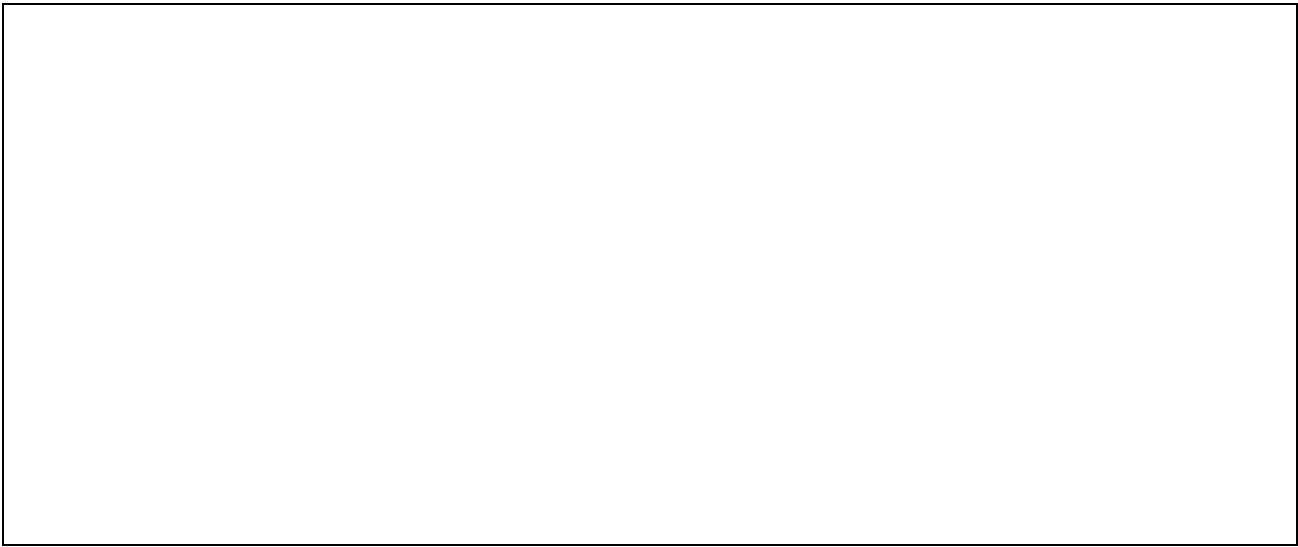
**POSTGRADUATE STUDIES PROGRAMME  
"New methods and technologies in the treatment of Diabetes  
Mellitus"**

**COMPLAINT FORM**

TO THE MINISTRY OF THE MSc.....

FULL NAME:.....  
FATHER'S  
NAME:.....  
REGISTRATION  
NO:.....  
Phone/Mobile:.....  
.....  
email.....

**DESCRIBE YOUR COMPLAINT**



I declare that I consent to the management of my personal data by the Person in charge of the MSc..... for the purpose of processing my present complaint.

Thessaloniki .....

AIT.....

IN CASE YOUR INFORMATION IS INACCURATE, YOUR STATEMENT WILL NOT BE ACCEPTED