HELLENIC REPUBLIC
National and Kapodistrian University of Athens
EST. 1837

A10. REGULATION ON THE OPERATION OF THE STUDENT COMPLAINTS AND OBJECTIONS HANDLING MECHANISM

SCHOOL OF HEALTH SCIENCES
FACULTY OF MEDICINE

MSc Programme "Strategies in Developmental and Adolescent Health"

All members of the Coordinating Committee (CC) of the MSc Programme "Strategies in Developmental and Adolescent Health" fully and unreservedly acknowledge that the submission, handling and resolution of the issues arising from complaints and/or objections submitted by students is an extremely important process for improving the services provided at the personal, educational and administrative levels.

In this context, they regard the submission of complaints and/or objections by students as an opportunity for improvement, they encourage it, and they provide the necessary guarantees for their individualised handling.

More specifically, the mechanism for handling student complaints and objections operates on the following basis:

1. Regarding the possibility of submitting an objection in accordance with the applicable legislation, and the handling of objections concerning the ranking order at the selection stage, candidates are informed by the Secretariat of the MSc Programme when the table of provisional results is posted.

2. The procedure for submitting and handling objections concerning resit examinations during the course of study is provided for and described in the Regulation on Studies, Practical Training, Preparation of Theses and Mobility of the MSc Programme, as posted on the website of the Programme.

For objections or complaints that do not fall under cases (1) and (2), the following stages apply:

a. In the first instance, students may express their complaints and objections to the Academic Advisor assigned to them. The Academic Advisor is required, within one week at the most, to resolve the problem or arrange for its resolution, and to inform the student accordingly.

b. If the problem is not resolved, students may then address the Coordinating Committee of the MSc Programme by completing the "Complaint/Objection Submission Form" (attached), with a copy to the Academic Advisor. The Coordinating Committee is required, within one week at the most, to resolve the problem or arrange for its resolution, and to inform the student accordingly.

c. If the matter is still not resolved at this stage, students may address the General Assembly of the Faculty of Medicine by means of a written request submitted to the Secretariat of the Faculty, with a copy to the Academic Advisor and to the Coordinating Committee of the MSc Programme.

It is stressed that, at each of the above stages and procedures, the following are strictly observed. These, like the provisions above, are evidently binding on all members of the teaching and research staff and on the Coordinating Committee of the MSc Programme:

- Every complaint and/or objection is dealt with promptly and with discretion, and its seriousness is assessed.
- Those responsible for handling complaints and/or objections act promptly, offering advice and/or taking corrective action, so that the problem is resolved and any negative consequences are remedied, where applicable.
- Personal matters are handled in accordance with the applicable provisions of the data protection authority, and only those persons who need to be informed, given the nature and content of the complaint, are notified.

In parallel with the above procedure, it is worth noting that NKUA has established and operates the institution of the "Student Advocate" (https://www.uoa.gr/foitites/paroches_drastiriotites/synigoros_toy_foititi/), the purpose of which

is to mediate between students and professors or administrative services of the University, should the need arise. The responsibilities of the institution are:

- Examining students' requests concerning problems they face with the academic and administrative services, and seeking solutions to those problems;
- Facilitating the student's contacts with the administrative bodies and services;
- Examining students' reports and complaints concerning violations of the provisions and rules of university legislation and of the code of conduct; and
- Informing students about their rights and obligations as members of the University Community.

Contact details:

Postal address: Student Welfare Directorate Building (15 Ippokratous Street, 1st floor)
Telephone: 210 368 8274, E-mail: sinigorosfititi@uoa.gr

COMPLAINTS AND OBJECTIONS HANDLING PROCEDURE

By decision of the General Assembly of the Faculty (6 April 2020):

In the context of strengthening the student-centred educational process, as well as the principles of transparency and accountability, the "Complaints Handling Procedure" for postgraduate students of the NKUA Medical School has been adopted. This procedure applies to all complaints relating to the quality of the educational services provided by the MSc Programme "Strategies in Developmental and Adolescent Health" of the Medical School.

Article 1: Handling of complaints and objections

For the recording of complaints and objections of the students of the MSc Programme, a "Complaint Submission Form" is available in electronic form on the website of the MSc Programme "Strategies in Developmental and Adolescent Health" (https://youth.med.uoa.gr/), to be completed by the student.

The Academic Advisor, who is appointed or removed by the Coordinating Committee, after examining the complaint, takes all necessary actions and informs the bodies of the MSc Programme.

Academic Advisors may propose solutions to academic, educational or administrative issues. For complaints concerning the academic process, students must first address the Academic Advisor who has been appointed and then the other established bodies of the MSc Programme. If a postgraduate student fails the examination of a course or courses, they may, upon their request, be re-examined by a three-member Committee of faculty members of the Medical School, whose members have the same or a related subject area as the course being examined and are appointed by the General Assembly of the Medical School. The instructor responsible for the examination is excluded from the re-examination. In any case, it is also possible, upon a relevant request, to activate the Postgraduate Education Committee of the Medical School, to which students may turn for problems they face concerning fellow students, etc.

Finally, within the framework of the protection of students' personal data, the MSc Programme archives and manages information relating to their personal data (contact details, grade record and other data of a personal nature) in accordance with the applicable legislation. The matter of concern to the student is resolved in the first instance by the Academic Advisor and/or the instructor of the course concerned. If the proposed solution does not satisfy the student, they have the right to address the Director of the MSc Programme, who may, if deemed necessary, seek the opinion of the Coordinating Committee. If the decision taken by the Director does not satisfy the student, the student

may submit a request for reconsideration (administrative appeal), and the final decision shall be taken by the General Assembly of the Medical School.

Article 2: Personal data

The Academic Advisor archives and manages information relating to students' personal data, such as contact details, grade record and other data of a personal nature, in accordance with the applicable legislation. Students have access to their study record via an online platform.

COMPLAINT/OBJECTION SUBMISSION FORM*

In its effort to continuously improve the educational and administrative services it provides, the MSc Programme "Strategies in Developmental and Adolescent Health" gives its students the opportunity to express their complaints or objections, as well as to raise any problems that arise during their studies.

FULL NAME: _____

FATHER'S NAME: _____

STUDENT REGISTRATION NO.: _____

SEMESTER OF STUDY: _____

TELEPHONE: _____ EMAIL: _____

Please state concisely and clearly the matter that concerns you or the problem you have encountered in relation to the services provided by the MSc Programme (educational, administrative, etc.). If you wish to meet with a member of the Committee, please state so in your request.

_____

_____

_____

_____

_____

_____

_____

_____

☐ I hereby declare that I expressly and unreservedly consent to the processing of my personal data for the purpose of handling this complaint.

Athens, _____

The Applicant: _____

* Students who have reservations about submitting their complaint by name may ask their Academic Advisor or another member of the Coordinating Committee to bring their issue before the Committee for consideration.

Complaint Submission Forms in which not all the required fields have been completed will not be examined. The Committee does not take into account, and does not reply to, messages with abusive content, or messages containing inadequate or false contact details.

The Committee may, at its discretion, convene a hearing of the complainants, either privately or in the presence of the other party.

The Director of the MSc Programme replies, in writing or orally, to each complainant within the predetermined period (1 week). The reply covers the actions that have been taken to handle the matter, as well as any decisions that have been made.

The members of the Coordinating Committee undertake to follow the NKUA personal data protection policy, which is posted at: https://www.uoa.gr/to_panepistimio/prostasia_prosopikon_dedomenon/. The Committee ensures that the data relating to the handling of complaints, while protecting the personal data of the complainants and safeguarding their confidentiality, are available for review by the bodies that evaluate the operation of the MSc Programme.