



ΠΑΝΕΠΙΣΤΗΜΙΟ ΔΥΤΙΚΗΣ ΑΤΤΙΚΗΣ

ΤΜΗΜΑ ΜΗΧΑΝΟΛΟΓΩΝ ΜΗΧΑΝΙΚΩΝ

ΠΡΟΓΡΑΜΜΑ ΜΕΤΑΠΤΥΧΙΑΚΩΝ ΣΠΟΥΔΩΝ

**Sustainable Energy Systems - Αειφόρα Ενεργειακά
Συστήματα**

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**«Κανονισμός λειτουργίας μηχανισμού διαχείρισης
παραπόνων και ενστάσεων φοιτητών στα ΑΓΓΛΙΚΑ»***

**“Regulation for the Management of Student Complaints and
Objections”**

* «Έγκριση Εσωτερικού Κανονισμού Λειτουργίας» -
Πράξη Συνέλευσης Τμήματος Μηχανολόγων Μηχανικών 16/25-10-21

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1. Introduction

The Postgraduate Programme of Studies (MSc) implements regulations to manage student complaints and appeals.

This procedure concerns all complaints relating to the quality of the educational and administrative services provided by the Department.

A **Complaint** is henceforth considered as an expression of dissatisfaction on the part of the Postgraduate Student (PS) of the MSc, due to the disappointment of his/her expectations regarding the quality level of the services provided (educational and administrative).

2. Aim

The complaint management policy appeals to active PSs and aims to resolve a disagreement or problem, such as:

- Disagreement on study and attendance issues.
- Inappropriate behaviour by a member of academic or administrative staff.
- Inadequate guidance of students by a member of academic or administrative staff.

3. Scope

Students must study the Regulations of Studies and the general rules of the University to know their rights and obligations. They should also contact their Academic Advisor for guidance and support on issues of concern related to their studies.

- PSs may submit a verbal and/or written complaint when an action or decision of a member of the MSc Programme is not in accordance with:
- the study and attendance regulations,
- the code of conduct,
- academic teaching and research,
- the proper and safe use of facilities and infrastructure,
- the protection of intellectual property and copyright,
- appropriate working behaviour,
- equality and the fight against all forms of individual and collective harassment, including sexual harassment; and
- the protection of personal data.

4. Complaints Management

In any case, complaining is not a reflexive option or reaction to any unmet request of an PS. Good-natured discussion and a willingness to resolve a problem interpersonally is a key academic strategy and should be chosen before the problem acquires the potential rigidity of a complaint.

The PS should submit his/her complaint within 30 days from the day the problem occurs, following the following steps:

Step 1: Direct resolution-examination of the complaint-problem of the PS by a member of the Department.

In this initial stage, the student will reach out to an appropriate faculty member, the academic advisor, or a member of the administrative staff, depending on the nature of the complaint. The faculty member examines the problem/complaint in cooperation with the PS and proposes a solution. If the problem is successfully resolved during this stage, no further action will be necessary.

Step 2: Formal resolution-examination of the complaint/problem of the PS by his/her Academic Advisor.

Should the issue or complaint remain unresolved following the informal procedure, the next step involves initiating a formal process. In that case the PS can submit the complaint to the Academic Advisor (AA) via email and request a hearing at the designated reception times. The AA will review the problem-complaint with the PS and propose a solution. The AA shall, at his/her discretion, contact other members of the Department to request their assistance in resolving the problem.

Step 3: Consideration of the PS complaint-problem by the Director of the MSc, the Coordinating Committee (CC) and the President of the Department.

In cases where after the completion of the mediation process of the AA the PS objects to the resolution or the situation is still problematic, then the student must submit their written request following the occurrence of the issue. To document the complaint or objection, a dedicated form (COMPLAINT FORM listed in the Appendix) that indicates, among other things, the hearing and mediation process followed. The form needs to be duly filled out and submitted to the Secretariat of the Department, accompanied by a unique protocol number.

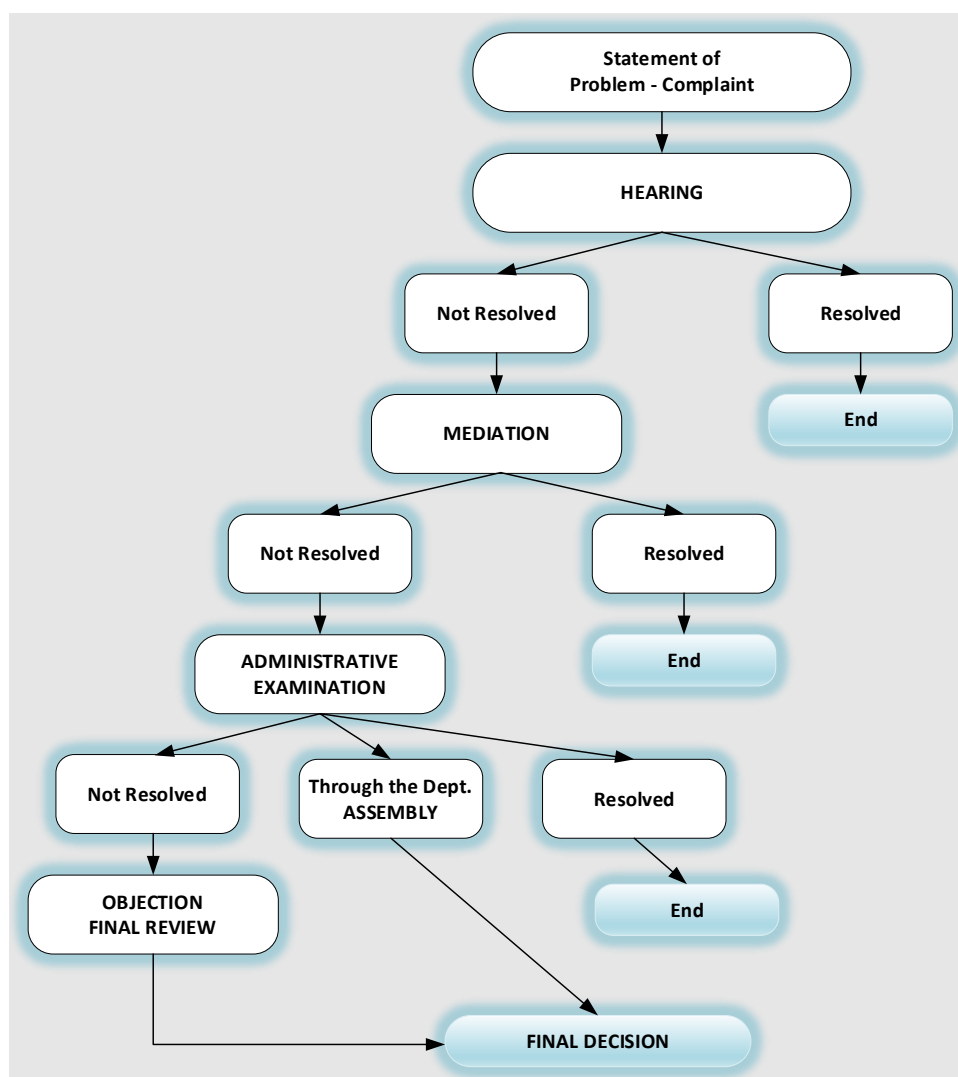
Thereafter, the Director of the MSc, the CC and the President of the Department shall take the necessary steps to review/investigate the problem. He/she may, depending on the nature of the problem, invite the student to a hearing and request the assistance of any member of the CC of the MSc, or refer the problem/complaint to the Departmental Assembly (DA). In cases where the President of the Department refers the problem/complaint to the DA, the decision is final and the student cannot appeal

and use the fourth (4th) step of this procedure. Finally, within a reasonable period of 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 decisions regarding the problem-complaint he/she has raised.

Step 4: Objection and final review of the problem-complaint.

In cases where after the completion of the administrative examination procedure of the problem-complaint (Step 3), and before the final decision of the CC, the student objects to the resolution or the situation is still problematic, then he/she may resubmit his/her complaint in writing to the Board via protocol, using the specific COMPLAINT FORM which indicates, 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 CC at the administrative review stage, the student may not lodge an objection and use this step of the procedure. The decision taken by the CC shall be final.

The procedure is summarised in the following graph.



COMPLAINT FORM

**To the
Secretariat of the MSc in
Sustainable Energy Systems**

Date:
Protocol Nr:

[illegible]

I declare that I expressly and unconditionally consent to the processing of my personal data for the purpose of administering my complaint.

Attached are additional documents on the subject (numbered and listed in detail)

Egaleo/...../202...
The Applicant

**Any inaccuracy will render the declaration inadmissible
and will not be further examined.**