

# **UNIVERSITY OF WEST ATTICA**

**IPSP "Educational Sciences through Innovative Technologies  
& Biomedical Approaches"**

**Operational regulations for the mechanism of managing  
student complaints and objections**

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## Article 1: Introduction

A fundamental principle governing the operation of the IPSP (Interdepartmental Postgraduate Studies Program) "Educational Sciences through Innovative Technologies and Biomedical Approaches" is the equal and fair treatment of all students. Within the framework of enhancing the educational process, as well as the principles of accountability, the present Operational Regulations for the mechanism of managing student complaints and objections is established, concerning academic and administrative issues that arise during the implementation of the Program.

## Article 2: Purpose

The purpose of the present Regulations is the effective and timely handling of any complaints or objections that may be submitted by students and the continuous improvement of the quality of the educational and administrative services provided by the IPSP (Interdepartmental Postgraduate Studies Program). Furthermore, the Regulations aim to consolidate the existence of a systematic framework that promotes respect for students' rights and to cultivate a climate of trust among all those involved in the educational process regarding the services offered, guided by the principles of transparency, integrity, and accountability.

## Article 3: Definitions

For the purposes of the present Regulations, the following definitions are adopted:  
a) Complaint is defined as the expression of dissatisfaction by a student regarding services offered to him/her during the implementation of the IPSP (Interdepartmental Postgraduate Studies Program).

b) Objection is defined as the formulation of an opposition by a student regarding what he/she considers to be the problematic and/or unresolved nature of his/her issue, which he/she had already duly submitted as his/her complaint.

## Article 4: Scope of Application

The present Regulations apply to student complaints/objections which may relate, indicatively, to the following:

- Issues of inappropriate behavior by teaching/administrative/technical staff.
- Issues of insufficient information/guidance from teaching/administrative/technical staff.
- Teaching and support procedures by teaching staff.
- Administrative/technical support procedures.
- Access (physical and/or electronic) to services provided by the Program and/or the University.
- Use of facilities and infrastructure.
- Issues of intellectual property and copyrights.
- Issues of equality and combating harassment.

## Article 5: Appointment of the complaints / objections examination committee

By decision of the Program Steering Committee (PSC), before the commencement of each Academic Year, a three-member committee for the examination of complaints / objections is appointed, with a term of office that coincides with the following Academic Year. This three-member committee consists of the Director of the IPSP (Interdepartmental Postgraduate Studies Program), one member of the administrative staff of the IPSP Secretariat, and the respective Academic Advisor of the complaining student.

## Article 6: Conditions for submitting complaints / objections

Students are obliged to study the IPSP (Interdepartmental Postgraduate Studies Program) Study Regulations, which are posted on the Program's website (<https://edutech.uniwa.gr/>), so that they are aware of their rights and obligations. For complaints and/or objections to be acceptable, they must:

- Have a concise and clear description.
- Not contain false / defamatory / abusive content.
- Be submitted as soon as possible from the date the issue arose and in any case no later than twenty (20) calendar days.
- Be submitted eponymously (with name). If the student wishes to maintain his/her anonymity, this is possible, provided that: a) the submission is marked accordingly and b) it is possible to investigate the issue without announcing the student's personal details.

## Article 7: Procedure for submitting and managing complaints / objections

### Article 7.1: Procedure for submitting a complaint

A student wishing to submit a complaint fills in the electronic submission form found on the IPSP (Interdepartmental Postgraduate Studies Program) website (<https://edutech.uniwa.gr/e-grammateia/ilektroniki-forma-ypovolis-paraponoy-enstasis/>), which is in the format of the Appendix to these Regulations. All fields of the electronic form are mandatory. In the field for selecting between a complaint or an objection, the "Complaint" option must be marked. If the student wishes to maintain his/her anonymity, the appropriate option on the form must be marked so that his/her personal details are not required. If the student wishes to attach documents relevant to the issue, he/she can upload these documents by selecting the appropriate field. In this case, these documents must be scanned and attached exclusively as .pdf files, with a maximum size of 10 MB for all submitted files.

## Article 7.2: Routing and management of a complaint

Upon submission of the complaint, it is automatically routed to the email address [complaints-mscedt@uniwa.gr](mailto:complaints-mscedt@uniwa.gr), to which the following have access: a) the Director of the IPSP and b) the Secretariat of the IPSP. If the IPSP Secretariat finds that the student has mistakenly marked the "Objection" option instead of the "Complaint" option, an email message is sent to him/her informing him/her that his/her request will be examined as a complaint.

On the initiative of the Director of the IPSP, the three-member complaints / objections examination committee initially evaluates the complaint. For this purpose, said committee may:

- a) Request a hearing with the student and/or request the submission of supplementary information/clarifications.
- b) Request the views and any clarifying information from a specific member of the teaching/administrative/technical staff of the IPSP, if the complaint concerns him/her.
- c) Request clarifying information from an administrative/technical service of the University, if the complaint concerns it.

If the views and any clarifying information are requested from a specific member of the teaching/administrative/technical staff of the IPSP regarding the complaint, any response must be sent within twenty (20) calendar days to the email address [complaints-mscedt@uniwa.gr](mailto:complaints-mscedt@uniwa.gr) and not to the complaining student.

If the three-member complaints / objections examination committee finds that it is unable to resolve the issue that has arisen, it is referred, on the initiative of the Director of the IPSP, for examination at a meeting of the Program Steering Committee (PSC) of the IPSP. If the issue is introduced for discussion at a PSC meeting, the final decision is taken by this body. In any case, within a reasonable period and depending on the nature of the complaint, the student must be informed in writing (via email) about the outcome of the actions taken and be notified of any relevant decision made on the issue. The maximum response time to the student, regardless of the resolution procedure followed, is set at sixty (60) calendar days from the date of submission of the complaint.

## Article 7.3: Objection and review of a complaint

After the submission of the complaint and provided it has not already been discussed at a meeting of the Program Steering Committee, the student has the right to submit an objection if he/she believes that his/her issue has not been resolved or its resolution was problematic. Objections are submitted using the same electronic form used for complaints (Article 7.1). In the field for selecting between a complaint or an objection, the "Objection" option must be marked. The objection is examined by the Program Steering Committee, and the decision taken is final. This decision is communicated in writing (via email) to the student within a reasonable period and in any case no later than sixty (60) calendar days from the date of submission of the objection.

## Article 8: Record keeping of complaints / objections – Confidentiality

All complaints/objections, the decisions for their resolution, and other supporting documentation are kept on file by the IPSP (Interdepartmental Postgraduate Studies Program) Secretariat. This file is maintained with principles of confidentiality, and those who have access to it undertake to maintain and handle all information that comes to their attention with absolute confidentiality, while measures will be taken to protect the privacy of students and any other parties involved in the complaints / objections. The IPSP is committed to following UNIWA's rules for Personal Data Protection, which are posted at the following link:

<https://www.uniwa.gr/prostasia-prosopikon-dedomenon/>.

## Article 9: Final provisions

These regulations shall enter into force from the date of their approval by the Program Steering Committee of the IPSP (Interdepartmental Postgraduate Studies Program), shall be valid for three (3) Academic Years, and upon their expiration, shall be reviewed by the Program Steering Committee. During the first three years, it is possible to amend individual articles hereof following a justified recommendation by the Director of the IPSP.