

## **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 Postgraduate's Program regulations of Studies of the Aristotle University of Thessaloniki" (Government Gazette 4084/ B-23.06.2023) the following apply:

#### Article 22 – Graduate Student Grievance Management Mechanism

Postgraduate students can express any complaint or objection relevant to their studies and therefore applies to every Postgraduate Program separately the complaint management mechanism. The goal is quality upgrading the operation of the Postgraduate's Program with full respect to all involved in educational and research process, but much more of its recipients against whom he must be accountable. This specific procedure applies to all complaints/objections concerning the quality of the services provided by the Department educational, research and administrative services.

A Complaint is defined as an expression of dissatisfaction (verbal or written) on his part student of the Department, due to the denial of his expectations regarding the quality level of services provided.

Objection is defined as any written and official statement of doubt or objection pursuant to part of the student for the decision of the competent body of the Department, in this regard with his submitted request.

The complaints handling policy is for active graduate students and is intended to resolve a dispute or problem, such as:

- i. Disagreement regarding studies and attendance
- ii. Misconduct by a member of academic or administrative staff
- iii. Incomplete information to students by an academic or administrative member personnel.

Postgraduate students are occupied during studies both by rights as well as obligations, as described in the Operating Regulations of Postgraduate's Program. They should also contact their Academic Advisor for guidance and support in matters that concern them and are related to them studies and their attendance. Students may submit oral or written submissions complaint when an action or decision of a member of the Department or a collective body does not consistent with:

- the study and attendance regulations,
- the Code of Ethics and/or the prescribed procedures, concerning the academic teaching and research,
- the rational use of facilities and infrastructure,
- the protection of intellectual property and copyright,

- appropriate work behavior,
- equal treatment and equality,
- the fight against harassment and sexual harassment.

Postgraduate students can express any related request or objection with their studies, as follows:

- For matters of academic content related to studies, postgraduates' students can contact their Academic Advisor Program.
- For issues that require mediation between graduate students and professors or administrative services of the Foundation, the observance of legality in the context of academic freedom, dealing with phenomena maladministration and safeguarding the proper functioning of the Foundation, the students can contact the Institution's Student Advocate.

The Student Advocate ensures that the legality and academic ethics and order in the context of academic freedom and the dealing with maladministration phenomena in order to preserve order operation of the Foundation. The Advocate does not intervene in substantive matters teaching or exam grading, but only examines phenomena arbitrariness or violation of ethical rules during the examination (written or oral).

- For violations of ethics and study quality rules, the students/ female students can address the Institution's Ethics Committee.
- For issues related to gender discrimination, students can address to the Gender Equality Committee.
- For issues related to the protection of personal data, the students can contact the Protection Officer Data Controller (DPO).

The complaint/objection management mechanism may include the following stages:

#### Stage 1: Direct Resolution

**HEARING:** examination of the graduate student's complaint by a member of the faculty member of Postgraduate's Program. The graduate student reports the complaint to a member of the Faculty member (in responsible professor or the course teacher or the academic advisor) or to administrative staff member (to the head of the secretariat), depending on his nature complaint. The member of the Department examines the complaint in collaboration with the student and suggests a solution. In the cases where after the completion of the procedure direct resolution, the student objects to the resolution proposal or the situation is still problematic, then it can submit within 30 days of day of the problem's appearance, his complaint in writing to his Academic Advisor.

#### Stage 2: Formal Resolution

**MEDIATION:** Examination of the graduate student's complaint by His Academic Advisor. The Academic Advisor reviews the complaint to collaboration with the graduate student and proposes a solution. In this direction, the Academic Advisor, at his discretion, also communicates

with other members of the Department in order to ask for their assistance, as they owe it to them by their duties, in solving the problem.

**ADMINISTRATIVE REVIEW:** Examination of the student's complaint by its President Department. In cases where after the completion of the mediation process of the Academic Advisor, the student insists on the resolution or the situation is still problematic, then he can submit his complaint in writing to the Secretariat, addressed to the President of the Department, using it specific Complaints & Objections Form which states among other things and the hearing and mediation process followed. Its President Department takes the necessary actions to examine/ investigate the problem. It is possible, depending on the nature of the problem, to invite the student to a hearing and to request the assistance of any member or body of the Department or the Foundation or to refer the complaint to the Assembly of the Department. In cases where the President refers the complaint to the Department Assembly, the decision is final and the student cannot submit an objection and make use of the third stage of the present procedure. 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 about the outcome of actions taken and decisions made regarding the complaint.

### Stage 3: Appeal and Final Review of Problem/Complaint

**OBJECTION:** Examination of an objection by the Department Assembly. In cases where after completion of the administrative review process of the complaint, the postgraduate student insists on resolution or the situation is still problematic, then he can resubmit his complaint in writing to the Department Assembly or the Curriculum Committee, through protocol, using it specific Complaints & Objections Form which mentions among other things and the hearing, mediation and administrative review process followed. In the 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 received by the Departmental Assembly is final.

### Privacy

The Postgraduate Program files and manages personal information student data in accordance with current legislation. It is pointed out that all the above procedures must follow the Data Protection Regulation Personal Character of Aristotle University of Thessaloniki and to operate according to it in order to fully ensure the protection of postgraduate students".

With the registration of the candidates in the Postgraduate Program "Clinical and Industrial Pharmacology - Clinical Toxicology", for each postgraduate student, his/her Director is appointed Postgraduate Program or his/her Deputy as supervising member, who is responsible for the guiding, monitoring and controlling the course of his/her studies. At the same time, the Postgraduate Secretariat is also available by phone (phones contact: 2310 999312, 313) and via e-mail (info\_cip@auth.gr) to accept any requests, complaints, to manage them and offer the necessary solutions. Efforts are made to continuously develop and improve the services provided services to postgraduate students, excellent collaborations and improvement educational procedures to eliminate or immediately deal with any complaints are filed.

**ARISTOTLE UNIVERSITY OF THESSALONIKI**

**FACULTY OF HEALTH SCIENCES**

**Medical Department postgraduate program**

**"Clinical and Industrial Pharmacology - Clinical Toxicology"**

**COMPLAINT SUBMISSION FORM**

It is noted that the terms "student", "students", "professor", "professors" refer to all genders.

TO THE COMPLAINTS OFFICER / ACADEMIC ADVISOR OF PMS:

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NAME: .....

FATHER'S NAME: .....

REGISTRATION NO.: .....

Mobile phone: .....

e-mail: .....

DESCRIBE YOUR COMPLAINT

I declare that I consent to the management of my personal data by the Manager  
of Postgraduate Program. .... for the purpose of processing  
the present  
my protest.

Thessaloniki: .....

O/O AIT .....

IF YOUR DETAILS ARE INACCURATE YOUR DECLARATION WILL NOT BE PROCESSED

ACCEPTED