

Regulation for Managing 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 for Postgraduate Programs of the Aristotle University of Thessaloniki (AUTh)" (Government Gazette 4084/B-23.06.2023), the School of Medicine of AUTh, in its session no. 13/31.1.2023, in order to comply with the provisions of Law 4957/2022 and within the framework of enhancing student-centered educational process, as well as principles of transparency and accountability, has adopted the "Complaint Management Procedure" for postgraduate students of the Department.

Postgraduate students can express any complaint or objection related to their studies, and therefore, a complaint management mechanism is separately applied to each Postgraduate Program. The aim is the qualitative improvement of the operation of the Postgraduate Program with full respect for all those involved in the educational and research process, but especially towards those affected, to whom it is accountable. This specific procedure concerns all complaints/objections related to the quality of the educational, research, and administrative services provided by the Department.

A Complaint is defined as the expression of dissatisfaction (oral or written) by a student of the Department due to the disappointment of their expectations regarding the quality of the provided services.

An Objection is defined as any written and official expression of doubt or disagreement by the student regarding the decision-making of the competent body of the Department concerning their submitted request.

The policy for managing complaints is addressed to active postgraduate students and aims at resolving disputes or issues such as: Disagreements on academic and enrollment matters, Inappropriate behavior by an academic or administrative staff

member, Inadequate information provided to students by the members of the Postgraduate Program.

Postgraduate students, during their studies, are both entitled to rights and obligated to duties as described in the Postgraduate Program Regulation. Additionally, they are required to seek guidance and support from their Academic Advisor on matters concerning their studies and enrollment. Students may submit an oral or written complaint when the action or decision of a Department member or collective body does not comply with:

- Academic and enrollment regulations,
- Code of Ethics and/or prescribed procedures related to academic teaching and research,
- Rational use of facilities and infrastructure,
- Protection of intellectual property and copyrights,
- Proper work behavior,
- Equal treatment and equality,
- Combating harassment and sexual harassment.

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

- For academic content-related issues regarding their studies, postgraduate students can address the Academic Advisor of the Program.
- For issues requiring mediation between postgraduate students and professors or administrative services of the Institution, ensuring legality within the framework of academic freedom, addressing cases of mismanagement, and ensuring the smooth operation of the Institution, students can address the Ombudsman of the Institution. The Ombudsman ensures compliance with legality and academic ethics and addresses instances of mismanagement to ensure the smooth operation of the Institution. The Ombudsman does not intervene in substantive teaching or grading

matters but only examines incidents of arbitrariness or violations of ethical rules during examinations (written or oral).

- For violations of ethical and quality standards of studies, students can address the Ethics Committee of the Institution.
- For issues related to gender discrimination, students can address the Gender Equality Committee.
- For matters related to the protection of personal data, students can address the Data Protection Officer (DPO).

The complaint / objection procedure:

Stage 1: Direct Resolution

Listening: Examination of the complaint of the postgraduate student by a member of the Faculty of the Postgraduate Program. The postgraduate student reports the complaint to a member of the Faculty/Adjunct Faculty/Teaching Staff (to the responsible professor or the instructor of the course or the academic advisor) or to a member of the administrative staff (to the head of the secretariat), depending on the nature of the complaint. The department member examines the complaint in collaboration with the student and proposes a solution. In cases where, after the completion of the direct resolution process, the student objects to the proposed solution or the situation remains problematic, the student may submit the complaint in writing to their Academic Advisor within 30 days from the day the problem occurred.

Stage 2: Official Resolution

Mediation: Examination of the complaint of the postgraduate student by their Academic Advisor. The Academic Advisor examines the complaint in collaboration with the postgraduate student and proposes a solution. In this direction, the Academic Advisor, at his discretion, also communicates with other department members to seek their assistance, as it is their duty to contribute to the resolution of the problem.

Administrative Examination: Examination of the student's complaint by the Department Chair. In cases where, after the completion of the mediation process by the Academic Advisor, the student objects to the resolution or the situation remains problematic, the student may submit the complaint in writing to the Secretary's Office, addressed to the Department Chair, using the specific Complaints & Objections Submission Form, which includes the hearing, mediation, and administrative examination process followed. The Department Chair takes the necessary actions to examine/investigate the problem. Depending on the nature of the problem, they may call the student for a hearing and seek the assistance of any member or body of the Department or the Institution, or refer the complaint to the Department Assembly. In cases where the Department Chair refers the complaint to the Department Assembly, the decision is final, and the student cannot object or use the third stage of this procedure. Within a reasonable timeframe and depending on the nature and urgency of the issue, the student is duly informed about the outcome of the actions taken and the decisions made regarding the complaint.

Stage 3: Objection and Final Review of the Problem / Complaint

Objection: Examination of the objection by the Department Assembly. In cases where, after the completion of the administrative examination process of the complaint, the postgraduate student objects to the resolution or the situation remains problematic, they may resubmit the complaint in writing to the Department Assembly or the Study Program Committee, through a protocol, using the specific Complaints & Objections Submission Form, which includes the hearing, mediation, and administrative examination process followed. In cases where the Department Chair has already requested the assistance of the Department Assembly during the Administrative Examination stage, the student cannot object and use this step of the procedure. The decision made by the Department Assembly is final.

The "Medical Forensics - Psychiatric Forensics" Postgraduate Program, in the amendment of its Operating Regulation, has provided for the "Complaint

Management Procedure" in Article 7 - Rights and Obligations of Enrollment - Complaint Management Procedure, as follows:

Article 7 - Rights and Obligations of Enrollment - Complaint Management Procedure

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"As part of enhancing the student-centered educational process, as well as the principles of transparency and accountability, the 'Complaint Management Procedure' of the postgraduate students of the Faculty of Medicine of AUTH has been adopted. This procedure concerns all complaints related to the quality of educational services provided by the Postgraduate Program of the Faculty of Medicine and is carried out as follows:

For recording the complaints and objections of the postgraduate students of the Postgraduate Programs, the 'Complaint Submission Form' is available in printed and electronic form, which is completed by the student.

The Responsible Party, after examining the complaint, takes all necessary actions and informs the bodies of the respective Postgraduate Programs accordingly.

The Complaints Officer is a member of the teaching staff of the Postgraduate Program and is appointed at the beginning of the academic year for a two-year term upon proposal of the Coordinating Committee and approval of the Assembly / Study Program Committee."

The "Complaint Form" for the "Medical Forensics - Psychiatric Forensics" Postgraduate Program is attached.

I declare that I consent to the processing of my personal data by the Responsible Party of the Postgraduate Program "MEDICAL FORENSICS – FORENSICS PSYCHIATRIC" for the purpose of handling my complaint.

Thessaloniki,

The Applicant,

IN CASE YOUR DETAILS ARE INACCURATE OR YOUR STATEMENT IS FALSE, YOUR COMPLAINT WILL NOT BE ACCEPTED

Personal Data

The Postgraduate Program archives and manages the information concerning personal data of students in accordance with the current legislation and the Personal Data Protection Regulation of AUTH, in order to ensure the full protection of postgraduate students.