



HELLENIC REPUBLIC
National and Kapodistrian
University of Athens

MSc High Risk Pregnancy

**Regulation for the Operation of the
Mechanism for Managing Student
Complaints and Appeals
of the
MSc High Risk Pregnancy
of the
Medical School of NKUA**

Regulation for the Operation of the Mechanism for Managing Student Complaints and Appeals

Taking into account Article 33, paragraph 1, case ia' of Law 4957/2022, "New Horizons in Higher Education Institutions: Enhancing the Quality, Functionality and Connection of Higher Education Institutions with Society and Other Provisions" (Government Gazette A' 141/21.07.2022), and with a view to improving the operation of the Postgraduate Programme and strengthening the student-centred educational process and accountability, the procedure for the submission and management of complaints by students of the **MSc High Risk Pregnancy** of the Medical School of NKUA has been put into operation as of the academic year 2023–2024.

The aim is, firstly, to ensure student satisfaction and, secondly, to safeguard the standing and quality of the Postgraduate Programme. This procedure concerns all complaints relating to the quality of the educational and administrative services provided by the Postgraduate Programme.

Article 1. Definitions

Complaint: the expression of dissatisfaction by a student of the Postgraduate Programme due to the failure to meet their expectations regarding the quality level of the educational and administrative services provided.

Article 2. Purpose

The complaints management policy is addressed to active students of the Postgraduate Programme and aims to resolve disagreements or problems, such as:

1. Disagreement on matters related to studies and attendance.
2. Inappropriate behaviour by a member of the academic or administrative staff.
3. Inadequate guidance of students by a member of the academic or administrative staff.

Article 3. Scope of Application

Students are required to study the Study Regulation and, in general, the operating rules of the University, in order to be aware of their rights and obligations. They are also required to contact their Academic Advisor for guidance and support on matters that concern them and are related to their studies.

Students may submit an oral and/or written complaint when an action or decision by a member of the Postgraduate Programme is not in accordance with:

- the Study and Attendance Regulations;
- the Code of Ethics and/or the prescribed procedures concerning:
 - academic teaching and research;
 - the proper use of facilities and infrastructure;
 - the protection of intellectual property and copyright;
 - appropriate professional conduct.

Article 4. Establishment and Role of the Complaints Management Committee

The Coordinating Committee of the **MSc High Risk Pregnancy** appoints the Director of the Programme and the Academic Advisor as responsible persons for the management of student complaints and appeals.

They receive complaints and appeals from postgraduate students concerning the educational and administrative services provided by the Department. Matters concerning the purely academic work of the teaching staff do not fall within the responsibilities of the Committee.

The persons responsible undertake to comply with the personal data protection policy of NKUA. They ensure that data related to the handling of complaints, while protecting the personal data of complainants and safeguarding confidentiality, are available for review by the bodies evaluating the operation of the Department.

Where deemed appropriate, a matter may be referred to the Department Assembly or to the Ethics Committee of NKUA.

Article 5. Procedure for Managing Student Complaints and Appeals

The procedure followed for the management of complaints and appeals is described below:

Step 1.

The Director of the MSc Programme and the Academic Advisor are available, both during their office hours and on a daily basis through electronic communication, to be informed of any student complaints.

These may concern, for example, the difficulty of a seminar, excessive workload required by an instructor, difficulty in communicating with an instructor, the content of a course or of the Programme as a whole, organizational or administrative problems, or the behaviour of teaching staff, fellow students or administrative staff.

Step 2.

Within a few days of receiving the complaint, the Director or the Academic Advisor must take the necessary actions. For example, they may complete their information by communicating with the instructor against whom the complaint has been made, seek to resolve the specific problem faced by the student by contacting the relevant academic or administrative party, or guide the student on how to manage the issue.

Article 6. Cases of Recourse to the Complaints and Appeals Management Mechanism

Students may directly inform the Director of the MSc Programme about matters related to:

- equality and the fight against discrimination;
- combating sexual harassment;
- communication with teaching staff;
- the timetable;
- secretarial support;
- health and safety issues.

They may directly inform the Academic Advisor about academic and research-related matters, such as:

- feedback on assignments and overall student performance;
- physical or electronic access to University services;
- management of stress and workload.

If, after the complaint has been handled by the Director or the Academic Advisor, the student still objects, they may submit their complaint to the Coordinating Committee of the MSc Programme, either in writing or orally.

If the student is not satisfied at this stage of the complaint management procedure either, they may submit a written complaint to the President of the Medical School and subsequently to the Assembly of the Medical School. The decision taken by the Assembly of the Department is final.

Good-faith discussion and the willingness to resolve problems interpersonally constitute a basic academic strategy. The complaints management policy aims to resolve every problem. Direct communication with the Director of the MSc Programme or with the Academic Advisor is encouraged. Students are reminded that they are required to study the Study Regulation and, in general, the operating rules of the University, in order to know their rights and obligations. They are also required to contact the Director of the MSc Programme or their Academic Advisor for guidance and support on matters that concern them and are related to their studies.

Complaint Submission Form

To: The Committee for the Management of Student Complaints and Appeals

Student Details

Registration Number:

Year of Study:

Telephone/Mobile:

E-mail:

Please state briefly, clearly and objectively your complaint or appeal regarding the academic or administrative services provided by the Department.

I hereby expressly and unreservedly consent to the processing of my personal data for the forwarding and management of my complaint/appeal.

Additional documents related to the matter are attached.

Athens,

The Applicant

Signature