



**MSc by Research in Electrical and Electronics Engineering**

**A.13**

**STUDENT COMPLAINTS AND OBJECTIONS MANAGEMENT REGULATION**

**ATHENS-EGALEO, ACADEMIC YEAR 2024-25**



## LIST OF CONTENTS

STUDENT COMPLAINTS AND OBJECTIONS MANAGEMENT REGULATION .....	3
1. Introduction.....	3
2. Definitions .....	3
3. Aim.....	3
4. Scope .....	3
5. Management of Student Complaints .....	4
5.1 STEP 1: Direct Resolution through Hearing .....	4
5.2 STEP 2: Official Resolution through Intermediation and Administrative Investigation ....	4
5.3 STEP 3: Objection and Final Review of the problem or issue.....	5
APPENDIX A: STUDENT COMPLAINT/OBJECTION MANAGEMENT.....	6
APPENDIX B: STUDENT COMPLAINT/OBJECTION FORM.....	7

# STUDENT COMPLAINTS AND OBJECTIONS MANAGEMENT REGULATION

## 1. Introduction

In the context of implementing student-centered education and the principle of transparency, the MSc Program has adopted the present "Student Complaints and Objections Management Regulation". The regulation is aimed at improving the quality and standards of MSc Program procedures and mode of operation, by means of placing at a central point the mutual respect of all parties involved in the educational process – the students, in particular, to whom the MSc Program is accountable. Along this line, a procedure is set up for the submission and management of student complaints and objections, in order to ensure that such complaints and objections will receive the due attention, investigation and possible satisfaction, if found reasonable/plausible. Eventually the regulation of this process safeguards the prestige of the MSc program, the Department and UNIWA. The procedures set up in this regulation apply to all student complaints and objections regarding the quality of the educational and administrative services provided by the MSc Program, DEEE and UNIWA.

## 2. Definitions

- **Complaint:** the expression of dissatisfaction on the part of the student, due to the disappointment of his/her expectations on the quality and possibly the breadth/quantity of the services provided by the MSc Program.
- **Objection:** the expression of reservations by a student, regarding handling or pending resolution of an issue/problem that concerns him/her.

## 3. Aim

The procedures set up in this regulation are addressed to active students of the MSc Program and aim to resolve a disagreement or problem or issue that has come up between students and teachers or students and administration, such as:

- disagreement on matters of study and attendance,
- inappropriate behavior by a member of academic or administrative staff,
- inadequate student guidance by a member of academic or administrative staff.

## 4. Scope

First of all, students should study the rules and regulations in effect at the UNIWA, DEEE and MSc Program levels. This step is essential for students to know their rights and obligations. A good practice is that students do contact their Academic Counsellor for guidance and support on issues that concern them and are related to their studies (class attendance, exams, evaluation, etc.).

Students should submit a verbal or written complaint when they find that an action or decision of a member of the MSc Program or a DEEE or UNIWA administration member or body is not in accordance with:

1. the MSc Program Study Regulation, regarding class attendance or studies in general,

2. the Code of Conduct and/or the procedures provided for in the Code of Conduct regarding academic teaching and research in UNIWA,
3. the proper and rational use of facilities and infrastructure,
4. the protection of intellectual property and copyright,
5. appropriate conduct in the workplace,
6. equality, respect for diversity and the anti-(sexual-)harassment UNIWA policy.

## 5. Management of Student Complaints

In any case, filing a complaint should not be the first, automatic reaction of the student to any unmet need or request. A well-meant initial discussion and the willingness to solve a problem by means of interpersonal communication is a basic academic strategy applicable to all parties involved in the MSc Program; this is the path of choice before the issue or problem is escalated into a complaint.

### 5.1 STEP 1: Direct Resolution through Hearing

**HEARING:** the student exposes the problem or issue to a member of the MSc Program who carefully listens and tries to resolve it.

The student reports and explains the problem or issue to the member of the academic or administration staff who is directly involved in it. The member of the MSc Program examines the problem, issue or concern and collaborates with the student to propose a solution.

### 5.2 STEP 2: Official Resolution through Intermediation and Administrative Investigation

**I. INTERMEDIATION:** Consideration of the student's complaint by the Academic Counsellor.

In cases where the student objects to the solution obtained through the Direct Resolution process, or if the situation is still problematic for the student, the student may submit a written complaint to the Academic Counsellor (AC), or the Academic Counsellor for Disabilities (ACD) if relevant, within 30 days of the day the issue or problem occurred. The AC examines the problem or issue that troubles the student and proposes a solution in collaboration with the student. To this end, the AC may contact other members of the MSc Program or DEEE he/she deems competent, in order to ask their assistance or advice which they are obliged to offer in order to solve the problem in a mutually satisfactory way.

**II. ADMINISTRATIVE INVESTIGATION:** Examination of the student problem or issue by the Director of the MSc Program.

In cases where the student objects to the solution proposed by the AC as a result of the Interview step, or if the student feels that the situation is still problematic, he/she may submit the complaint in writing to the Director of the MSc through the DEEE Secretariat. In that case, the "STUDENT COMPLAINT/OBJECTION FORM" (APPENDIX B) available online in the MSc website should be used; escalation of the complaint to the MSc Program Director takes place after the two previous steps (Hearing and Intermediation) have been exhausted at no avail.

The Director of the MSc Program briefs the CC on the problem or issue and along with the CC takes the necessary steps to examine/investigate the problem or issue. Depending on the nature of the problem or issue, the Director may invite the student to a hearing and request the assistance of any member or body of the MSc or DEEE or UNIWA or report the problem

or issue to the Assembly of DEEE. In the latter case, the decision / resolution adopted by the Assembly of DEEE is final and the student cannot submit an appeal or use Step 3 of this procedure.

The student is notified of the outcome of this Step, of any actions taken or any decisions taken regarding the problem or issue the complaint was about. Notification is due within a reasonable period of time, depending on the nature and urgency of the problem or issue.

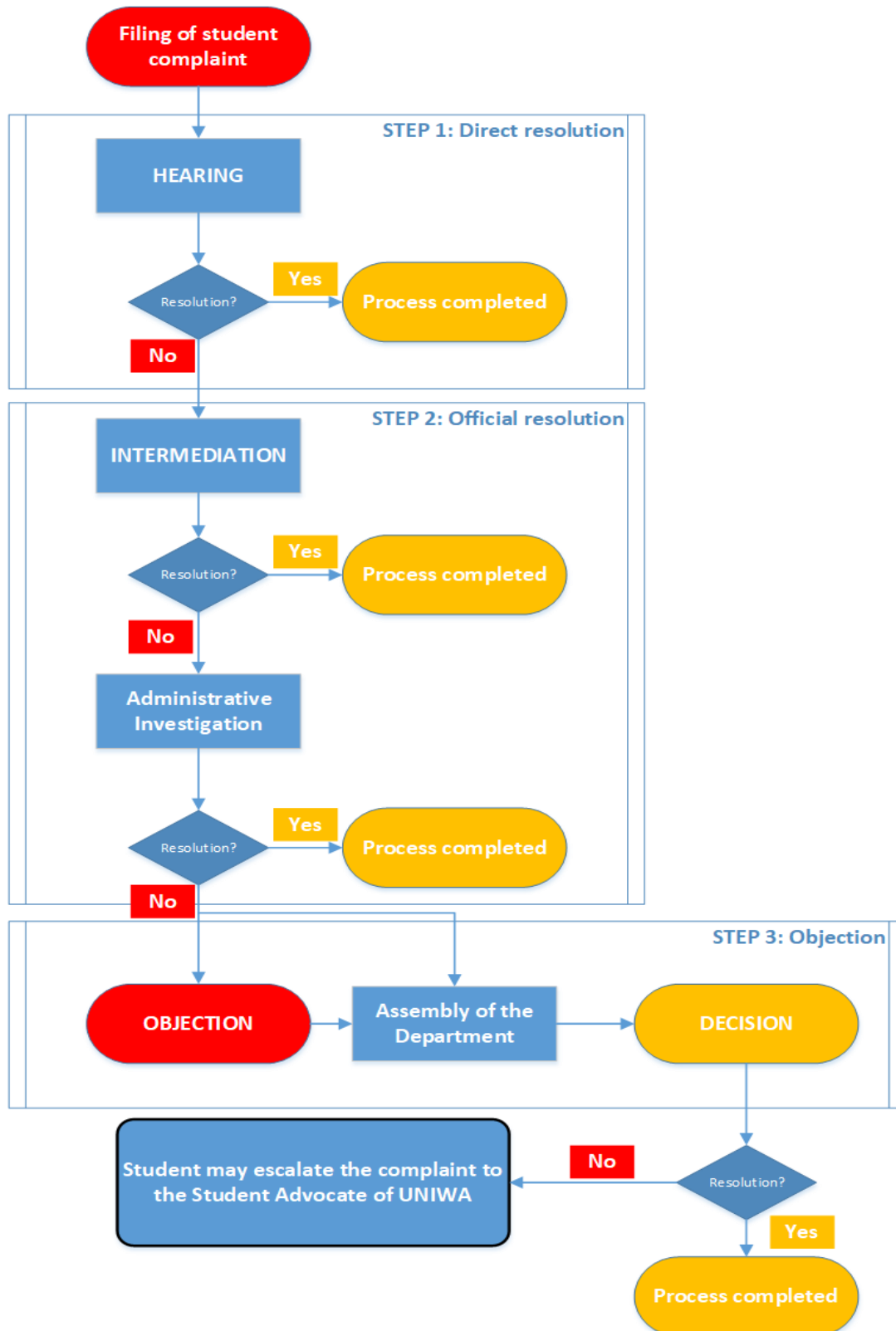
### 5.3 STEP 3: Objection and Final Review of the problem or issue

**OBJECTION:** If the student objects to the solution reached through the two previous Steps or feels that the situation is still problematic, the student may submit the complaint in writing to the Assembly of DEEE through the Head of DEEE, using the "STUDENT COMPLAINT/OBJECTION FORM" (APPENDIX B) available online in the MSc website. Escalation of the complaint to the Assembly of DEEE takes place after all previous steps (Hearing, Intermediation and Administrative Investigation by the MSc Director) have been exhausted at no avail. However, the student cannot submit an objection and use this Step 3 in case the Director of the MSc has already reported the problem or issue to the Assembly of DEE in the 2<sup>nd</sup> Step. The solution reached or decision taken by the Assembly of DEEE is final and the student cannot object to the Department against it.

In the event that, after this 'Objection' step, the student still has an objection as to the outcome or if the unsettling situation persists, he/she may proceed to complain to the Student Advocate of the University of West Attica.

The steps of the above procedure are outlined in the graph of Appendix A.

## APPENDIX A: STUDENT COMPLAINT/OBJECTION MANAGEMENT



## APPENDIX B: STUDENT COMPLAINT/OBJECTION FORM

Ref. nr. :...../ .. / .. / 20....

To:

The Director of the “MSc by Research in Electrical and Electronics Engineering”

Please fill in the following fields.

Full name: \_\_\_\_\_

UNIWA Student Registry Nr.: \_\_\_\_\_

Semester of Studies: \_\_\_\_\_

Mobile/land phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Please state briefly and clearly the problem you are facing or experiencing or your complaint about the services (educational, administrative, etc.) offered or your objection:

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### ***On Privacy of this Communication***

The personal data of students are processed for the purpose of examining the submitted request/complaint, with the sole purpose of facilitating the processing of the complaint and ensuring promptness and efficiency in the response to student needs. UNIWA takes all necessary measures to protect personal data.

- I declare that I unconditionally consent to the processing of my personal data for the sole purpose of processing this complaint.
- I understand that the confidentiality of this communication is guaranteed by the UNIWA Internal Regulation and all pertinent legislation.

Athens-Egaleo, .. / .. / 20....

The Applicant (Signature) .....

***ATTENTION: In case this complaint is found to contain false or incorrect data, it is considered unreliable and does not receive any further processing.***

7