



ARISTOTLE UNIVERSITY OF THESSALONIKI

## School of Physics

### **Program of Postgraduate Studies “Physics of Atmospheric Environment and Global Change”**

Regulation of the mechanism for the  
management of student complaints and  
appeals

26 February 2024

**According to the decision of the Assembly of the School of Physics, AUTH no. 5/23-10-2023, the «Regulation of the mechanism for the management of student complaints and appeals» for the Postgraduate Program is as follows:**

Postgraduate students may express any complaint or appeal related to their studies, and for this purpose, a mechanism for managing complaints is applied separately to each Postgraduate Program. The aim is to improve the quality of the Postgraduate Program with full respect to all those involved in the educational and research process, and especially towards its recipients, the students, to whom accountability is owed. This specific process concerns all complaints/appeals related to the quality of educational, research, and administrative services provided by the School.

A **Complaint** is defined as the expression of dissatisfaction (oral or written) by a student of the School due to refutation of his/her expectations regarding the quality level of the provided services.

An **Appeal** is defined as any written and official expression of doubt or objection by a student, regarding the decision of the competent body of the Department concerning their submitted request.

The **Complaint Management Policy** is addressed to active postgraduate students and aims to resolve conflicts or issues such as:

- i. Disputes concerning studies and attendance issues,
- ii. Inappropriate behavior by an academic or administrative staff member,
- iii. Insufficient information provided to students by academic or administrative staff members

During the course of their studies, postgraduate students have both rights and obligations as described in the Internal Regulation of the Postgraduate Program. Additionally, they are required to contact their **Academic Advisor in order to seek guidance and support on matters related to their studies**. Students may submit oral or written complaints when the actions or decisions of a School member or collective body are not in accordance with:

- The regulations of studies and attendance,
- The Code of Ethics and/or prescribed procedures concerning 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,
- Prevention of harassment and sexual harassment

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

- For academic issues related to their studies, postgraduate students can contact the **Academic Advisor** of the Programme.
- For issues that require mediation between postgraduate students and faculty members or administrative services of the Institution, legality in the context of academic freedom, instances of maladministration and safeguarding of the smooth operation of the Institution, students can contact the [Student Advocate of the Institution](#). The Student Advocate ensures compliance with legality and academic ethics within the framework of academic freedom and addresses cases of maladministration in order to safeguard the proper functioning of the Institution. The Advocate does not intervene in substantive topics of teaching or grading in exams but only focuses on cases of arbitrariness or violation of ethical rules in the conduct of exams (written or oral).
- For violations of ethical rules and quality of studies, students can address the [Ethics Committee](#) of the Institution.
- For issues concerning gender discrimination, students can contact the [Gender Equality Committee](#).
- For issues related to the protection of personal data, students can contact the [Data Protection Officer \(DPO\)](#).

**The Complaint Management mechanism includes the following stages:**

**Stage 1: Direct Resolution.**

**HEARING:** Examination of the graduate student's complaint by a faculty member of the Postgraduate Program.

The postgraduate student reports the complaint to **a faculty member or administrative staff member (to the professor in charge or, the instructor of the course, or the academic advisor) or administrative staff member (to the head of the secretariat)**, depending on the nature of the complaint. The department member reviews 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, they may submit a written complaint to their Academic Advisor, within 30 days from the date the problem occurred.

**Stage 2: Formal Resolution.**

**MEDIATION:** Consideration of the graduate student's complaint **by the Academic Advisor**.

The Academic Advisor reviews the complaint in collaboration with the graduate student and proposes a solution. The Academic Advisor may, at his/her discretion, communicate with other members of the Department in order to seek assistance, as they are required by their duties to provide, for the resolution of the problem.

**ADMINISTRATIVE EXAMINATION:** Examination of the student's complaint by the **Head of the School**.

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, then he/she may submit a written complaint to the School's Secretariat, addressing the Head of the School, using the **Complaint & Appeal Submission Form**<sup>1</sup>, which includes, among other things, the hearing and mediation process followed. The Head of the School takes the necessary actions to examine the problem and depending on its nature, may call the student to a hearing and request the assistance of any member or body of the School or the Institution, or refer the complaint to the **School's Assembly**. In the latter case, the Assembly's decision is final, and the student cannot lodge an appeal or use the third stage of this procedure. Within a reasonable period of time, depending on the nature and urgency of the issue, the student is duly informed of the outcome of the actions taken and the decisions made regarding the complaint.

### **Stage 3: Appeal and Final Review of the problem/complaint.**

**APPEAL:** Examination of the appeal by the **Assembly of the School** .

In cases where, after the completion of the administrative examination process of the complaint, the graduate student objects to the resolution or the situation remains problematic, then he/she may resubmit the complaint in writing to the School's Assembly or the Curriculum Committee, via protocol, using the **Complaint & Appeal Submission Form**, which includes, among other things, the hearing, mediation, and administrative examination process followed. In cases where the Head of the School has already requested the assistance of the Assembly in the Administrative Examination stage, the student cannot lodge an objection or use this step of the process. The decision made by the School's Assembly is final

### **Implementation**

This regulation is in immediate effect from the date of its approval by the School's Assembly and applies to complaints submitted after that date.

In the event that the Aristotle University of Thessaloniki adopts a **unified** regulation for the

---

<sup>1</sup> available on the PPS website: <http://msc-env2024.physics.auth.gr/kanonismoι>

management of students' complaints, then this regulation will be replaced by the corresponding regulation of AUTH regarding articles containing any conflicting provisions.