

COMPLAINT MANAGEMENT PROCEDURE

Introduction

In the context of strengthening the student-centered educational process as well as the systematic improvement of the quality of the educational & administrative services provided, the Steering Committee of the MSc "Environmental Sciences and Public Health" has set up the **Complaint Management Committee**.

The Committee accepts students' complaints and objections about educational and administrative issues of the MSc Program. Issues concerning purely the academic work of the instructors do not fall under the jurisdiction of the Committee.

The Committee consists of two members of the academic staff of the MSc, which are appointed by the Steering Committee and the Director of the MSc Program, who is automatically appointed as Chairman of the Committee. The members of the Committee have a 3-year term, which may be renewed. The members of the Committee are binding to follow the NKUA's personal data protection policy that is posted to: https://www.uoa.gr/to_panepistimio/prostasia_prosopikon_dedomenon/. The Committee ensures the privacy of the complaint's personal data. Additionally, it ensures the availability of these data to the University Evaluation Committee.

For every issue the Committee decides conclusively & irrevocably. If the Committee deems it necessary, can refer an issue to the Steering Committee of the MDP or to the NKUA's Ethics Committee.

Complaint management procedure

1st step: Complaint & objection recording

Students who wish to testify a complaint or an objection, they should fill the COMPLAINT SUBMISSION FORM and file it at the MSc Program Secretariat. Students who have misgivings about sending a nominal complaint submission can ask for an oral hearing by a member of the Committee.

2nd step: Complaint & objection inquiry & *κατ* sentence

The Committee meets at regular intervals.

Any complaint submission form that has not been filled in correctly will not be considered. Additionally, the Committee does not consider or even respond to any message with abusive content, or messages insufficient or false data of communication.

If deems necessary, an issue can be reviewed by the Steering Committee of the MDP or can be referred to the NKUA's Ethics Committee. It is in the Committee's discretion to convene a hearing of the complainants individually or in confrontation.

The Committee's sentence is conclusive & irrevocable and does not give the possibility of objection.

3rd step: Complainant update about issue management & sentence

A Committee representative responds, in writing or orally, to the complainant within a reasonable period of time (a 15 working-days response is recommended). The response period may vary according to the complaint or objection. The response contains all the actions that have been made as well as any decisions that have been received.

Student Advocate

The National and Kapodistrian University of Athens has established the "Student Advocate" with the following jurisdiction:

- Inquisition of student's requests about academic and administrative services issues and seeking for possible solution
- Facilitating student's contacts with the administrative authorities
- Reviewing student's reports concerning violation of provisions & regulations of the University Legislation & Ethics
- Informing students about their rights and obligations as members of the university community

Contact: University Club Building (15 Ippokratous str.- 1st floor), 210 368 8274,
sinigrosfititi@uoa.gr



To the Complaint Management Committee

SUBMISSION FORM COMPLAINT / OBJECTION

The MSc Program “Environmental Sciences and Public Health”, in the context of a systematic improvement of the quality of the educational & administrative services provided, gives the opportunity to the students to formulate complaints or objections, as well as highlight any problems occurring during their studies.

FULL NAME: _____

FATHERS’S NAME: _____

SCHOOL REGISTRATION NUMBER: _____ SEMESTER: _____

Phone number: _____ E-MAIL: _____

Please formulate, concise and clear, the issue you are concerned about or the problem you faced concerning the provided services (educational, administrative, etc) of the MSc Program. If you wish for a hearing on behalf of a member of the Committee, please formulate your request.

I hereby declare that I fully and unconditionally consent to process my personal data for the management of my present complaint.

Athens, _____ / _____ / _____

The applicant
