



Με τη χρηματοδότηση
της Ευρωπαϊκής Ένωσης
NextGenerationEU

REGULATION FOR THE OPERATION OF THE STUDENT COMPLAINTS AND APPEALS MANAGEMENT MECHANISM FOR THE POSTGRADUATE STUDY PROGRAMME

**"MSc in Children's Health & Wellbeing: Exercise, Nutrition & Digital
Technologies"**

1. The Postgraduate Programme applies a Regulation for the Operation of the Student Complaints and Appeals Management Mechanism. This mechanism contributes to the identification and resolution of issues arising during the operation of the Programme, seeks to evaluate and analyse their root causes, and aims at the continuous improvement of the overall academic experience of students. The mechanism does not replace or substitute the operation of other bodies or services of the Institution (e.g. Disciplinary Bodies, the Student Ombudsperson, the “Aikaterini Maridaki-Kassotaki” Student Support Structure, etc.).
2. A “Complaint” is defined as the dissatisfaction that a student may express regarding the quality of the academic and administrative services provided within the framework of the Programme’s operation. Dissatisfaction must be expressed personally by the student, either in writing or orally, and may not be submitted on behalf of a third party. An “Appeal” is defined as a written statement of objection or doubt submitted by a student regarding a pending or problematic resolution of an issue affecting them.
3. The competent authority responsible for monitoring and ensuring the proper implementation of the Regulation is the Director of the Programme. In cases where the Director considers that the issue exceeds their authority, it may be referred to the Coordinating Committee of the Programme.
4. Throughout all stages of the procedure, all involved parties are obliged to ensure the protection and confidentiality of personal data, in accordance with the applicable legislation in force at the time.
5. The Complaints and Appeals Management Mechanism operates through the following stages:

Stage 1: Resolution of the Complaint is initially sought through direct remote dialogue and discussion between the involved parties. The discussion may also take place in the presence of the Academic Advisor. Following the discussion, if the proposed solution is satisfactory to both parties, the matter is considered resolved and no further action is required. If the issue is not resolved, Stage 2 is followed.

Stage 2:

- i. The Complaint or Appeal is submitted in writing to the Secretariat of the Programme within a reasonable period from the occurrence of the issue. The submitted form must clearly and accurately describe the factual circumstances of the case, as well as any attempts made to resolve the matter during Stage 1. The form may be accompanied by supporting documentation and is formally registered by the Secretariat of the Programme.
- ii. The Secretariat of the Programme forwards the Complaint or Appeal, together with any supporting documentation, to the Director of the Programme, who undertakes the appropriate actions for its investigation and resolution. Depending on the nature of the matter, the Director may invite the student to present their views. The Director informs the Coordinating Committee of the Programme regarding the manner in which the Complaint or Appeal was addressed.
- iii. The Coordinating Committee of the Programme may refer the matter to, or request the assistance of, another competent body or service of the Institution if it considers that the issue exceeds its authority or requires different handling.

- iv. An Appeal submitted by a student may either be accepted or rejected. In the event of rejection, the resubmission of an Appeal concerning the same matter is not permitted.
- v. If the student continues to object to the outcome of the resolution process, they may submit a written request to the competent body of the Institution for further review.
- vi. Upon completion of the procedure, the student is informed in writing by the Secretariat of the Programme regarding the final decision on the matter. A third party may also be granted the right to receive information concerning a resolved case, following submission of a request, provided that they can demonstrably establish a legitimate legal interest.