



ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ

Εθνικόν και Καποδιστριακόν
Πανεπιστήμιον Αθηνών

— ΙΔΡΥΘΕΝ ΤΟ 1837 —

**Regulations for the management of student complaints and objections
mechanism of the Master's Programme "SOUTH EAST EUROPEAN
STUDIES: POLITICS, HISTORY, ECONOMICS"**



SouthEast European Studies
Politics, History, Economics
National and Kapodistrian University of Athens
Master's degree

Regulations for the management of student complaints and objections mechanism
Master's Programme "South East European Studies: Politics, History, Economics"

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ARTICLE 1. PURPOSE

The objective of the Master's Programme "Southeast European Studies: Politics, History, Economics" of the Department of Political Science and Public Administration of the National and Kapodistrian University of Athens is to enhance the student-centered educational process and the systematic improvement of the quality of the provided educational services based on the principles of transparency and accountability.

To achieve this, this Regulation provides for the procedure with which students can submit complaints about any academic or non-academic issues they may face during their studies at the Master's Programme, and submit objections in the event that their complaint is not accepted.

ARTICLE 2. IMPLEMENTATION

The Regulation applies to the management of complaints/objections of graduate students that may be related to the following:

- Academic teaching and research
- Proper use of facilities and infrastructure
- Acceptable use of IT and communication services and systems
- Protection of intellectual property and copyright
- Equality and anti-discrimination
- Combating harassment and sexual harassment
- Any other policy/regulation/rule and/or circular governing the operation of the Institution.

ARTICLE 3. DEFINITIONS

1. A "complaint" is defined as any expression of dissatisfaction (oral or written) by a student of the Master's Programme for failing to meet their expectations regarding any academic or non-academic issue that concerns them and is related to their studies in the Programme.
2. An "Objection" is defined as any written and official expression of doubt or objection on the part of the student regarding the decision taken by the competent body of the Master's Programme, regarding their submitted request.

ARTICLE 4. COMMITTEE FOR THE MANAGEMENT OF STUDENTS' COMPLAINTS AND OBJECTIONS

1. The Assembly of the Department of Political Science and Public Administration sets up a Student Complaints and Objections Management Committee, which is composed of the members of the Board of Directors with an equal term of office.
2. The Committee accepts complaints and objections from students of each cycle of studies (undergraduate, postgraduate and doctoral).
3. Complaints and objections should concern the educational and administrative services provided by the Master's Programme. Issues related to the purely academic work of professors do not fall within the competences of the Committee.
4. The members of the Committee are committed to follow the personal data protection policy of NKUA posted at: https://www.uoa.gr/to_panepistimio/prostasia_prosopikon_dedomenon/
5. The Committee ensures the protection of the personal data of the complainants, so that the complaint handling data is available for review by the Bodies that evaluate the operation of the Department. In addition to solving the problems of the complaining students, the institution also functions as an information feedback center for the treatment of any identified deficiencies or misdemeanors.

ARTICLE 5. MANAGEMENT OF COMPLAINTS AND OBJECTIONS PROCEDURE

Specifically, students who wish to submit complaints or objections can follow the following procedures:

1. The Assembly of the Department of Political Science and Public Administration sets up a Student Complaints and Objections Management Committee, which is composed of the members of the Board of Directors with an equal term of office.
2. The Committee accepts complaints and objections from students of each cycle of studies (undergraduate, postgraduate and doctoral).
3. Complaints and objections should concern the educational and administrative services provided by the Master's Programme. Issues related to the purely academic work of professors do not fall within the competences of the Committee.
4. The members of the Committee are committed to follow the personal data protection policy of NKUA posted at: https://www.uoa.gr/to_panepistimio/prostasia_prosopikon_dedomenon/
5. The Committee ensures the protection of the personal data of the complainants, so that the complaint handling data is available for review by the Bodies that evaluate the operation of the Department. In addition to solving the problems of the complaining students, the institution also

functions as an information feedback center for the treatment of any identified deficiencies or misdemeanors.

ARTICLE 6. STUDENT'S ADVOCATE

An institution called the Student Advocate has been established and operates at the National and Kapodistrian University of Athens, which is responsible for the following:

- to examine student requests for problems they face with academic and administrative services and find solutions to these problems
- to facilitate student's contacts with administrative bodies and services
- to examine reports - complaints of students for violation of provisions and rules of university legislation and ethics
- to inform students about their rights and obligations as members of the University Community.

The contact details for the Student Advocate are the following:

Postal address 15 Ippokratous Str., 1st floor

Phone 210 368 8274

Email address sinigorosfititi@uoa.gr

Web page

https://www.uoa.gr/foitites/paroches_drastiriotites/synigoros_toy_foititi/