



School of Informatics AUTH

Postgraduate Program Digital Media – Computational Intelligence

M3.2 Regulation for handling students' complaints

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Regulation for handling students' complaints

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1. Introduction

This regulation refers to the procedure of handling complaints or arising issues that may be submitted by the postgraduate program students regarding the educational, administrative and/or other services provided to them. It has been ratified by the Departmental Assembly no. 443/20-12-2023 and has been posted in the web page of the Postgraduate Program.

A complaint or arising issue is defined as a concern or an issue that causes dissatisfaction regarding the quality of services provided by the program and whose resolution procedure is not covered by other regulations and processes.

It is recognized that such complaints or issues may arise occasionally, and they should be addressed appropriately. The postgraduate program aims to create an environment in which: (i) making complaints is completely acceptable, (ii) the person making the complaint knows that there will be no negative consequence for making it, (iii) complaints or arising issues will receive the necessary consideration, (iv) if any personnel of the program is involved, he/she will have an opportunity to respond, and (v) all parties involved will be informed in a timely manner regarding the handling of the complaint or arising issue after the process is completed.

The target of the regulation is to provide a systematic and consistent framework that promotes a fair and timely resolution of any issues raised by the students. This systematic approach promotes accountability and at the same time helps to restore problematic services, if required, to avoid the recurrence of identified problems, and to continuously improve the quality of studies and the learning experience.

2. Resolution Procedures

Two main categories of procedures could be followed to resolve a complaint or arising issue : (i) informal resolution and (ii) formal complaint filing.

2.1 Informal Resolution

The program encourages students to resolve any complaints or issues directly through the informal channel and directly with the faculty or staff member(s) involved in the matter which caused the dissatisfaction. In this way, it is possible to resolve any error, misunderstanding or omission in the shortest possible time.

If the student is not satisfied with the informal resolution process or does not know who to contact or has reservations about directly contacting the person involved, he/she may contact either the Director of the program or his/her academic advisor, to receive support and guidance, with the aim of informally resolving the issue.

2.2 Formal Resolution

If the student is not satisfied with the informal resolution outcome or considers that the nature of the complaint requires the initiation of a formal process, he/she may submit his/her complaint by filing in the [form](#).

Case 1. The complaint will be evaluated by the Director of the program, who will decide whether: (1) the issue can be resolved through the informal resolution process, if this has not already been attempted, (2) the issue should be examined by the Postgraduate Studies Coordination Committee (CC) of the program, (3) the issue should be referred to the University Student Advocate, (4) the complaint is trivial, abusive or malicious, (5) the same or similar issue has already been considered and no further action is needed.

Case 1. The complaint will be evaluated by the Director of the program, who will decide whether: (1) the issue can be resolved through the informal resolution process, if this has not already been attempted, (2) the issue should be examined by the Postgraduate Studies Coordination Committee (SC) of the program, (3) the issue should be referred to the University Student Advocate, (4) the complaint is trivial, abusive, or malicious, (5) the same or similar issue has already been considered and no further action is needed.

Case 2. The program director immediately sets up a three-member committee for the examination of the complaint, in which both faculty and staff members may participate, depending on the nature of the complaint. The committee, after investigating the issue, submits a relevant report to the CC of the program. The committee may seek more information regarding the issue under consideration from the student as well as from the member(s) to whom the submitted complaint concerns, as well as from other members of the program, to draw up the relevant report. The CC of the program will examine the recommendation of the committee and decide on the issue, which may also be the referral of the complaint to the Student's Advocate. The decision is final. The student who has submitted the complaint and any involved members of the program will be informed of the decision and the process is considered complete.

Case 3. The student is referred to the University Student Advocate (<https://www.auth.gr/synigoros-tou-foititi/>) and the process is considered complete. The program, through the CC, must consider any comments and recommendations of the Student's Advocate and act accordingly.

Case 4. A complaint/objection is considered trivial, abusive, or malicious when (a) it has elements of persistence and/or harassment, (b) it is repeated, (c) it makes unrealistic demands, (d) it is made with the intent to harass or annoy, (e) it is made in bad faith, (f) it is based in untrue facts, (g) requires compensation lacking serious drive or value. In this case, the Director of the program rejects the complaint by informing the student. The decision is final, and the process is considered completed.

In any case, the process of handling in the student's complaint must be completed within 15 working days from the date of submission of the form.