



MSc "Special Education and New Technologies"

**A13 Regulation for the operation of a student complaints and
objections management mechanism
(Decision of the Assembly of the Department of Biomedical
Sciences of the PADA: 6/17-03-2025)**

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Article 1: Introduction

The basic principle that governs the operation of the MSc "Special Education and New Technologies" is the equal and equitable treatment of all students. In the context of strengthening the educational process, but also the principles of accountability, the present Regulations for the operation of a mechanism for the management of student complaints and objections regarding academic and administrative issues that arise during the implementation of the Programme are established.

Article 2: Purpose

The purpose of these Regulations is to ensure the effective and timely handling of any complaints or objections that may be submitted by students and the continuous improvement of the quality of the educational and administrative services provided by the IMS.

Article 3: Definitions

For the purposes of this Regulation, the following definitions are adopted:

- α) Complaint is defined as the expression of dissatisfaction by a student for services provided to him/her during the implementation of the MSc.
- b) An objection is defined as an objection by a student regarding what he/she considers to be a problematic and/or unresolved issue, which he/she has already raised as a complaint.

Article 4: Scope of application

These Regulations apply to student complaints/objections which may related to, but not limited to:

- Issues of misconduct by teaching/administrative/technical staff.
- Issues of insufficient information/guidance from teaching/administrative/technical staff.
- Teaching procedures and support from teaching staff.
- Administrative/technical support procedures.
- Access (physical and/or electronic) to services provided by the Programme and/or the University.
- Use of facilities and infrastructure.
- Intellectual property and issues.
- Equality and anti-harassment issues.

Article 5: Appointment of the committee examining complaints / objections

By decision of the Curriculum Committee, before the beginning of each academic year, a three-member committee for the examination of complaints / objections is appointed with a term of office that coincides with the following academic year. This three-member committee shall consist of the Director of the IMS, a member of the administrative staff of the IMS Secretariat and, where applicable, the Academic Advisor of the student making the complaint.

Article 6: Conditions for submitting complaints / objections

Students are required to study the Regulations of the Programme's MSc in order to know their rights and obligations.

In order for complaints and/or objections to be admissible, they must:

1. Have a concise and clear description.
2. Not contain false / slanderous / libelous / abusive content.
3. To be submitted as soon as possible from the date the issue arose and in any case no later than twenty (20) calendar days.
4. Be submitted by name. If student wishes to remain anonymous, this is possible if: a) the submission is marked accordingly and b) it is possible to investigate the issue without disclosing the student's personal details.

Article 7: Procedure for submission and management of complaints / objections

Article 7.1: Complaint procedure

The student who wishes to submit a complaint will fill in the electronic submission form which will be available on the IHU website and which is in the form of the Appendix of this Regulation.

All fields of the online form are required to be filled in. In the selection field between complaint or objection, the option "Complaint" should be marked. If the student wishes to remain anonymous, he/she should mark the appropriate option on the form so that his/her personal details cannot be filled in.

In case the student wishes to attach documents related to the issue, he/she can upload these documents by selecting the appropriate field. In this case, these documents should be scanned and attached only as files in the format

.pdf, with a maximum size of 10 MB for all files submitted.

Article 7.2: Complaint routing and management

Upon submission of the complaint, it is automatically routed to complains-mscedt@uniwa.gr which can be accessed by: a) the Director of the IMMS and b) the IMMS Secretariat.

If the IMMS Secretariat finds that the student has inadvertently marked the "Objection" option instead of the "Complaint" option, it sends him/her an email informing him/her that his/her request will be considered as a complaint.

At the initiative of the Director of the IMMS, the three-member committee for the examination of complaints/objections initially evaluates the complaint. For this purpose, this committee may:

- a) Request a hearing with the student and/or ask him/her to send additional information/clarifications.
- b) To request the views and any clarifying information from a specific member of the teaching/administrative/technical staff of the IMS, if the complaint concerns him/her.
- c) Request clarification from an administrative/technical department of the University, if the complaint concerns it.

In the event that the views, as well as any clarifying information, of a specific member of the teaching/administrative/technical staff of the IMS are requested for the complaint, any response should be sent within twenty (20) calendar days

to complains-mscedt@uniwa.gr and not to the complainant student.

In case the three-member committee for the examination of complaints / objections finds that it is unable to resolve the issue that has arisen, it is referred, on the initiative of the Director of the IMMS, to a meeting of the Curriculum Committee (CPC) of the IMMS. If the issue is submitted for discussion at a meeting of the CPC, the final decision is taken by this body. In any case, within a reasonable period of time and depending on the nature of the complaint, the student should be informed in writing (via e-mail) of the outcome of the actions taken and notified of the decision taken on the matter. The maximum time limit for responding to the student, regardless of the resolution process followed, is set at sixty (60) calendar days from the date the complaint was filed.

Article 7.3: Objection and review of complaint

After the submission of the complaint and if it has not already been discussed in a meeting of the Curriculum Committee, the student has the right to submit an appeal if he/she considers that his/her issue was not resolved or its resolution was problematic. Objections are submitted via the same online form as complaints (Article 7.1). In the field for choosing between complaint or objection, the option "Objection." The objection is examined by the Curriculum Committee and the decision is final. This decision shall be communicated in writing (via email) to the student within a reasonable period of time and in any case not later than sixty (60) calendar days from the date of submission of the appeal.

Article 8: Keeping a record of complaints / objections - Confidentiality

All complaints/objections, their resolution decisions and other documentation are kept in a file by the MSc Secretariat. This file is kept confidentially and those who have access to it undertake to maintain and handle all information that comes to their attention with absolute confidentiality, while measures will be taken to protect the privacy of students and any other parties involved in the complaints/objections. The DPA is committed to following the PPA's rules for the protection of personal data posted at the following link: <https://www.uniwa.gr/prostasia-prosopikon-dedomenon/>.

Article 9: Final provisions

This regulation comes into force from the date of its approval by the Curriculum Committee of the MSc, will be in force for three (3) academic years and will be reviewed by the Curriculum Committee after its expiry. During the first three years, it may be amended in individual articles following a reasoned recommendation by the Director of the IMMS.

ANNEX

Electronic Complaint / Objection Form

to the MSc "Special Education and New Technologies"

This submission concerns*:

** S.S.: Select one of the two fields. The submission of an objection is only allowed if a "Complaint" has already been submitted for the same issue and it has not been examined by the Curriculum Committee of the MSc.*

a) Complaint ☐

b) Objection ☐

Subject of complaint/objection:

I wish to remain anonymous:

a) YES ☐ (automatic override of the "Personal data" tab)

b) NO ☐ (routing to the "Personal Data" tab)

Personal data

Name:

No. Register No:

Phone (mobile):

Email:

State your problem briefly and clearly:

.....
.....
.....

Relevant documents are attached:

a) YES ☐ Uploading ☐

b) NO ☐

I declare that I expressly and unreservedly consent to the processing of my personal data for the purpose of managing my present complaint.

Date of submission:

/ / 202

(automatically filled in by the platform)

SUBMIT

(After a successful submission, the automated information message "Your submission was successful" is displayed. An automated e-mail is also sent to complains-mscedt@uniwa.gr containing: a) all of the above information and b) the attached documents, if any).