



ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ

Εθνικόν και Καποδιστριακόν
Πανεπιστήμιον Αθηνών

— ΙΔΡΥΘΕΝ ΤΟ 1837 —

DEPARTMENT OF HISTORY AND ARCHAEOLOGY

**Regulation of the operating mechanism for the management of
student complaints and objections**

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Regulation of the operating mechanism for the management of student complaints and objections

Department of History and Archaeology National and Kapodistrian University of Athens

Article 1. Aim

The Department aims to continuously improve the quality of its educational and administrative services from a student-centred perspective and in accordance with the principles of transparency, integrity and accountability. To this end, the Department has an appropriate mechanism for the management of student complaints and objections, in order to ensure their prompt and fair handling with efficiency and confidentiality, in accordance with the Internal Regulations of the University of Athens.

Article 2. Applied Field

The complaints and objections management policy are addressed to the entire active student population of the Department of History and Archaeology. This procedure applies to any form of complaint or objection concerning the quality of the educational and administrative services provided by the Department. Before expressing a complaint or objection, students should carefully study the Department's Guide to Studies, as well as the general rules of operation of the Institution, so that they are clearly aware of their rights and obligations. The President of the Department is responsible for the monitoring and proper implementation of the procedure for handling student complaints and objections. Complaints data, results and actions taken are recorded and stored in a special and secure area for confidentiality within the Department's Secretariat and are used to improve the services provided.

Article 3. Management Policy and Complaints and Objections Procedure

The Department shall implement specific stages for the management of student complaints and objections. At all stages of the resolution process, the protection of the personal data of all parties involved is strictly observed, as defined by the legislation in force at any given time.

In the case of the Department's Undergraduate and Postgraduate Programmes of Studies, the competent bodies are the Assembly and the President of the Department, while in the case of

Interdepartmental/Disciplinary Postgraduate Programmes of Studies, for which the Department of History and Archaeology is the supervisor, the competent bodies are the Programme Committee and the Director of the Programme.

The following is a description of the management procedure.

STEP 1. Internal informal procedure

The student discusses with a faculty member, academic advisor, or administrative staff member, depending on the nature of the complaint, in order to provide an immediate solution to the problem. At this stage, the dispute may be resolved between the two parties without the involvement of a third party or with the intervention of a third party through mediation. If the problem is resolved, no further action is needed.

Step 2. Internal formal procedure

If the problem-complaint is not resolved through the informal procedure, then a written complaint or objection may be made, depending on the degree of severity. The written submission of a complaint or appeal is made in writing by the student and not by other persons. This procedure is described as follows:

1. The student submits his/her request in writing within 30 days from the day the problem occurs. The Department's Complaint and Objection Form (see Appendix) is available for recording the complaint or objection through the Department or Graduate Program website. The form should be completed and submitted to the Department or MSc Secretariat, obtaining a protocol number. In case an informal resolution process has taken place, the mediation process that preceded it should also be indicated.
2. The Secretariat of the Department or of the Programme transmits the student's complaint or objection together with any additional material to the President of the Department or to the Director of the MSc.
3. The Chair of the Department or the Director of the Programme examines the problem and takes the appropriate action on how to deal with the complaint-objection, informing, if necessary, and/or referring to the Departmental Assembly or to the Directing Committee of the Programme. He/she may, depending on the nature of the problem, invite the student concerned to present his/her views before taking further action.
4. In case the nature of the issue is complex, the Departmental Assembly may request the assistance and/or refer the case to the competent administrative or other body of the University (e.g. Students' Advocate, Gender Equality Committee).

If the objection is rejected, no further objection on the same issue will be accepted. Decisions taken by the Departmental Assembly or the Directing Committee of the Programme are final and irrevocable.

In the event that the student still objects to the decision to resolve the issue, the student may appeal in writing to the appropriate institution for a re-investigation.

Article 4. Right to information

Once the handling of the complaint or objection has been completed by the Departmental Assembly and within a reasonable period of time, depending on the seriousness of the matter, the student is informed in writing of the final decision regarding his/her issue.

Article 5. Other Ways and Procedures for Complaints and Objections

Course Evaluation Questionnaires

Students have the opportunity, through the use of questionnaires to evaluate the educational process at the course level, as provided by the National Authority for Higher Education (ΕΘΑΑΕ), to assess the performance of the Department and its teaching staff and to express their dissatisfaction with possible failures in the provision of services.

Students' Advocate

The institution of the Student Advocate was established by Article 55 of Law No. 4009/2011 in order to mediate between students and teaching staff or administrative services of the Institution, in order to address cases of maladministration, and to ensure the observance of legality and the proper functioning of the Institution.

The Student Advocate is responsible for the following matters:

- examining students' requests for problems with academic and administrative services and seeking solutions to these problems,
- facilitating the student's contacts with the institutions and administrative services,
- examining student reports-complaints about violations of provisions and rules of university law and ethics,
- informing students of their rights and obligations as members of the University community.

The Student Advocate does not have jurisdiction over student examinations and grades.

Gender Equality Committee

By decision of the Senate, a Gender Equality Committee was established at the University of Athens as an advisory body to the Senate and the Administrations of the Faculties and Departments for the promotion of equality at all levels of operation and in all processes of academic life.

The Gender Equality Committee has the following responsibilities:

- recommends to the competent institutions measures to promote equality and combat sexism,
- provides information and training to members of the academic community on gender and equality issues,
- provides mediation services in cases of complaints of discrimination or harassment,
- provides assistance to victims of discrimination when they complain of discrimination. The Internal Regulations of the UI shall regulate in particular the issues of support for victims of discrimination by the Commission.

Article 6. Observance, Completion and Revision of the present regulation

This Regulation for the Operation of the Student Complaints Mechanism was approved by the 8th Assembly of the Department of History and Archaeology on 24/1/2023.

ANNEX. Complaint & Objection Form

COMPLAINT AND OBJECTION FORM

Protocol Number (filled by the Secretary):

TO

The Secretariat of the Department of History and Archaeology

The Secretariat of the Programme

Name:

Student ID number:

Year of studies:

Phone/Mobile:

E-mail:

Please state briefly and clearly the problem you encountered or your complaint about the services offered (educational, administrative, etc.).

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Athens,

The applicant

Issues of Privacy

The personal data of students are processed for the purpose of examining the submitted request/complaint, in order to facilitate the student public and to ensure promptness and efficiency in the service of student needs. The National and Kapodistrian University of Athens (NKUA) takes all necessary measures to protect personal data.

- I hereby expressly and unconditionally consent to the processing of my personal data for the purpose of administering this request.
- I understand that the confidentiality of the communication will be ensured, as provided for in the Regulations of the NKUA and existing legislation.