



UNIVERSITY OF THESSALY

"MSc Entrepreneurship"

**REGULATION ON THE MANAGEMENT OF COMPLAINTS
AND OBJECTIONS**

FEBRUARY 2024

POSTGRADUATE PROGRAMME

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1 REGULATIONS FOR THE MANAGEMENT OF STUDENT COMPLAINTS AND OBJECTIONS

This procedure concerns a wide range of complaints and objections from students of the MSc, related to the implementation of educational, administrative or other types of services provided.

The management and settlement of complaints is described as follows:

Any complaint or problem is initially reported by the student to the course tutor/lecturer or the Teacher Advisor, who advises and guides the student in an informal resolution. If the matter is serious and urgent in the judgment of the Faculty Advisor, he/she will refer the case. In addition to verbal reports of complaints to the Professor Advisor, the student, if not satisfied, may submit a written complaint or request (in paper or electronic form) to the Director of the MSc.

Specifically, the student completes the Complaints and Comments Form (attached at the end of this document), which is available online on the MSc website, clearly and objectively recording the problem encountered, which may be of an educational, administrative or other issue that has arisen. It is then submitted electronically or in physical presence to the MSc Secretariat, receiving a protocol number. The request is immediately forwarded to the Director of the MSc, who deals with the matter by contacting the relevant department concerned. He/she then draws up a report on the comments and informs the applicant by e-mail of the progress of the request and the conclusion within a reasonable time (one week). If the conclusion is not satisfactory to the applicant, they have the right to request further review and the case is referred to the Departmental Assembly where, if necessary, a hearing is held for the student. The Assembly decides whether the request is eligible or not and if eligible, the appropriate body (the Student Resolution Committee) is invited to resolve the matter. If the student is nevertheless not satisfied and the issue is complex, he/she may submit the corresponding request-complaint to the Student Advocate as provided by the Law.

In particular, the steps of the complaint handling process are as follows:

1.1 Step 1. Informal resolution

Develop any concerns/issues with the Course Leader/Teacher of the course or the Teacher Advisor. A suggested solution will be proposed which the individual has the option to either reject or accept.

1.2 Step 2. Formal request to the Secretariat and notification of the Director

If the student does not accept the proposed solution, he/she has the right to submit a formal request (Complaints and Comments Form) to the secretariat, which will immediately inform the Director of the MSc.

1.3 Step 3. Investigate the issue with a possible hearing of the student

The Director of the MSc then deals with the request and conducts a first investigation with a possible hearing of the student.

1.4 Step 4. Drafting a report on the comments and informing the student in writing

On the basis of the investigation, the Director prepares a report on the observations and informs the student in writing by email of the outcome/conclusion of the review of his/her application within a reasonable period of time (approximately one week).

1.5 Step 5. Request for review of complaint/objection

If the finding of the previous step is not satisfactory, the student may submit a new request for and, if required, a hearing of the student is held. In this case, the decision is made by the Departmental Assembly as below:

- Eligible for review
- Not eligible for review

1.6 Step 6. Eligible for review

The case will be referred to the Student Affairs Committee, where it will be further investigated. If the nature of the complaint or allegation is complex, the Student Affairs Committee may refer the case to the Institution's Ethics Committee (depending on the seriousness of the complaint/complaint).

1.7 Step 7. Issue Resolution/Resolution

It can be achieved at any stage of the complaint handling process.

COMPLAINT AND COMMENT FORM

To the Secretariat of the MSc .

Note: The MSc of the University of Thessaly, in its effort to offer quality services to students, provides the opportunity to express any complaints and comments regarding the quality of the educational services provided and the general service of those dealing with the Department.

NAME:	
COMM:	
MOBILE PHONE.:	
EMAIL:	

Please state briefly and accurately the problem you have encountered or your complaint about the services offered by the Department (educational, administrative or other), providing sufficient information about the issue and the reasons that led you to this step (if necessary, use a separate additional page).

COMPLAINTS AND COMMENTS ON THE EDUCATIONAL PROCESS AND OTHER SERVICES:

☐ I accept the potential use of my personal data for a purpose that serves the management of my present complaint.

Larissa,/...../.....