



HELLENIC MEDITERRANEAN UNIVERSITY

School of Health Sciences

**Faculty of Science
Administration and Economy**



Department of Social Work (Lead Department) **Department of Nutrition and Dietetics Sciences**



Department of Business Administration and Tourism

M3.2 Operational guide of the mechanism to manage student's complaints and objections



MSc in Interdisciplinary Management of Chronic Diseases, Disability & Aging

Heraklion, January 2024

Purpose

The complaints and objections management policy is addressed to active students of the Hellenic Mediterranean University (ELMEPA) in all study cycles and aims to resolve a dispute or a problem, such as:

- I. Disagreement in matters of study and attendance,
- II. Misconduct by a member of academic or administrative staff,
- III. Insufficient guidance of students by a member of academic staff,
- IV. Insufficient guidance of students by a member of administrative staff.

Field of Application

An oral and/or written complaint is submitted when an action or a decision by a member of the staff or collective body of the University is inconsistent with:

1. The Rules of Study and Attendance
2. The Codes of Conduct and/or relevant Policies related to:
 - I. Teaching
 - II. Research
 - III. Acceptable Use of IT and Communication Services and Systems
 - IV. Intellectual Property and Copyright
 - V. Protection of Personal Data
 - VI. Postgraduate Studies with a Research Orientation
 - VII. Work Conduct
 - VIII. Equality and the fight against discrimination
 - IX. Combating Harassment and Sexism
3. Other policy/regulation/rule and/or circular that governs the operation of the University and falls into matters of teaching and attendance.

It is understood that students must study the content of the above Rules, Regulations, Codes, in order to know their rights and obligations during their studies at ELMEPA. Students are also expected to turn to the Advisory Committee for guidance and support on issues that concern them and are related to or affect their studies and their attendance.

Thematic sections for submitting a complaint

There are three thematic categories where student complaints may arise, which they concern:

A. Academic subjects such as:

1. Teaching of modules/laboratory work
2. Feedback/Communication with Faculty Members/Dissertation Supervising Faculty Members
3. Examinations

B. Study and student life support services, such as:

1. Studies and Student Care (registration, exam schedule, housing, financial or other support),
2. MSc. Secretariat,
3. Counseling and Psychosocial Support Center,
4. Facilities,
5. International student mobility,
6. Financial matters,
7. Library Matters,

8. Labor issues,
9. Health and Safety Issues,
10. Matters of Physical Access to the Campus areas,
11. Electronic Access Matters.

C. Issues of harassment, gender or other inequalities and discriminations.

Complaint Procedure

Stage 1: Direct Resolution

The student, in accordance with the guidance that he/she will receive from the Executive Board of the Programme, is encouraged to immediately contact the focal point of the Programme regarding the complaint who will in turn proceed with immediate actions to solve the problem or proceed with further investigation. The student should submit his/her complaint within 30 days from the day the problem occurred. It is clarified that a complaint can also be submitted through the student representatives of the Programme, in case that such committee exists.

Stage 2: Formal (procedural) Resolution

Should the student disagree with the decision for a direct resolution process or if the problem remains unresolved, the student is in a position to file a written complaint within 30 days. The complaint is submitted:

1. To the MSc Programme Director for matters of categories A and C (confidential).
2. To the Secretariat of the Programme or to the Heads of the University's Services/Entities for category B matters. The complaint can also be forwarded through the MSc Programme Director. The involvement of a relevant University Committee when available can be sought. The MSc Programme Director or the Head of the Secretariat undertakes all the necessary measures to examine and investigate the problem. Within 10 working days, the student is informed about the progress of his/her request and within a reasonable period of time on the outcome of the actions and the decisions made regarding his/her matter.

Stage 3: Potential Objection and Final Review

In the event that the student objects to the decision to resolve the issue, he/she can write to the Executive Board of the Programme for a new investigation. Any decision made during the review is final.



"Interdisciplinary Management of Chronic Diseases, Disability and Aging"

Document reference No. (to be filled in by the recipient): _____

To the MSc Programme Director/Head of Service

FULL NAME:	
Identification Number:	
Study Semester:	
Mobile phone:	
E-mail:	
Subject of complaint: Please describe briefly and clearly the problem that you have encountered or your complaint regarding the services offered (educational, administrative, etc.).	
Additional documents on the matter are attached.	
Signature of the Applicant	
Date	

I declare my consent with the processing of my personal data for the purpose of managing my complaint. YES - NO

In the event that a false description of facts is found during the complaint investigation process, the complaint will become inadmissible and will not be considered further.