

**PGR «Greek and World Theatre: Drama,
Performance, Education»**

Appendix A10

**Rules of Procedure for the Management of Student
Complaints and Appeals**

Article 1. Introduction

To improve the operation of the Department of Theatre Studies and to strengthen the educational process with the student at the center, the mechanism for the submission and managing student complaints of the Department is put into operation. In this way, the Department's response to every students' needs is ensured and the prestige of the Study Programme is safeguarded. A complaint is defined as any expression of dissatisfaction on behalf of a student due to a failure to meet his/her expectations in relation to the quality of the education provided and the related administrative services of the Department's programme.

Article 2. Purpose

The Complaints and Objections Procedure is addressed to active students of the Department of Theatre Studies of all levels of study and is intended to resolve a disagreement or problem, such as: 1. Disagreement on issues of studies and attendance. 2. Inappropriate behavior by a member of the academic or administrative staff. 3. Inadequate guidance from either a member of academic or administrative staff.

Article 3. Scope of application

Students of the Department of Theatre Studies are required to study the Regulations of Studies, as well as the Operating Regulations, the Code of Ethics and the relevant policies governing the operation of the University falling under the issues of teaching and attendance, to be aware of their rights and obligations. Students may submit a verbal and/or written complaint when an action or decision by a member of the Department is not in accordance with : the Regulations for Studies and Attendance, the Code of Conduct and/or relevant Department/University policies relating to academic teaching and research, acceptable Use of Information and Communication Services and Systems, protection of Intellectual Property and Intellectual Rights, protection of Personal Data, appropriate workplace conduct, equality and anti-discrimination, anti-harassment and sexual harassment.

Students are required to study the content of the above Rules, Regulations, Codes in order to be aware of their rights and obligations during their studies in the Department of Theatre Studies. Students are required to contact the Academic Advisor (see relevant regulations) for guidance and support on any issue that concern them and relate to or affect their studies and attendance. Academic Advisers should handle any relevant requests from students promptly.

Article 4 Submission of complaints

Before submitting a written request for a complaint to be handled, all other methods of resolving the issue that has arisen should be exhausted. The steps to be followed are as follows:

1. Stage 1: Direct resolution

The student reports the problem/complaint to a member of the faculty (the lecturer in charge or the lecturer of the course) or a member of the administrative staff (the Head of the Secretariat), depending on the nature of the complaint. The member of faculty examines the problem-complaint in collaboration with the student and proposes a solution.

2. Stage 2: Mediation

In cases where, after the completion of the first stage of the direct resolution, the student is not satisfied with the proposed solution and the problem remains unresolved, then he/she can submit his/her complaint to the Academic Counselor via email and/or request a hearing at the designated office hours (see the Academic Counselor's regulation). The Academic Counsellor will review the complaint with the student and propose a solution. The Academic Advisor may, at his/her discretion, contact members of the Department to seek their assistance in resolving the problem. The student should submit his/her complaint within 30 days of the day the problem occurs. The whole process of resolving the problem will take a maximum of 15 days. In case the student wishes to remain anonymous, the request can be submitted through the Student Association.

3. Stage 3: Administrative review

In cases where, after the mediation process of the Academic Counselor has been completed, the problem remains, the student may submit, within 30 days, his/her complaint in written form to the Head of the Department through the Protocol using the specific COMPLAINT SUBMISSION FORM (See Appendix). The Head of the Department may refer it to the Department Assembly, which will give its advice based on the provisions and the history of each case. In the case of an appeal by a student for repeated failure in a course, a review is appointed, as provided for by the relevant legislation and the Department's Internal Regulations.

For matters that fall under the category of Study and Student Life Support Services, such as. i. Student Affairs and Student Services (registration, exam schedule, housing, financial or other support) ii. Departmental Secretariat iii. Library issues iv. Health and Safety issues v. Facilities vi. Physical Access Issues on Campus i. Electronic Access Issues the student may submit her/his written complaint to the University's Head of Services regarding the relevant issues. A grievance falling under these categories may also be submitted through the Head of the Department involved. This form shall be submitted to the Head of the Department or Chief of Service, as applicable, who will record it. The Head of Department or Head of Service shall take the necessary steps to examine/investigate the problem. Depending on the nature of the problem he/she may call the student for a hearing and request the assistance of any member or body of the Department, or refer the problem/complaint to the Departmental Assembly. Depending on the nature and urgency of the matter, the student will be duly informed within a period of 15 days of the outcome of the actions taken and the decisions taken in relation to the matter. In the context of dealing with students' complaints, it is possible to activate the Student Advocate, where students can turn to in order to settle issues with fellow students, lecturers and administrative staff.

4. Stage 4: Appeal

In cases where, after the completion of the administrative review process of the problem-complaint (Stage 3), the student objects to the resolution or the situation is still problematic, then he/she may resubmit his/her complaint in writing to the Departmental Assembly via Protocol using the same COMPLAINT FORM (ANNEX) and indicating, inter alia, the hearing, mediation and administrative review process followed up to that point. If the Head of Department has already requested the assistance of the

Departmental Assembly at the stage of the administrative review, the student may not submit an appeal and use this step of the procedure. He/she may, however, write to the relevant Vice Rector's Office for Academic Affairs or the Student Advocate and the Institution's Gender Equality Committee for further investigation. The Office of the Student Advocate "does not have jurisdiction in matters of examinations and grades" as the Law explicitly states. The Gender Equality Committee acts as an advisory body to the Senate and the Administrations of Schools and Departments to promote equality at all levels of operation and in all processes of academic life.

Any decision made at the review is final.

These regulations were approved by the Steering Committee of the Master's Programme at its meeting.... and subsequently by the Departmental Assembly no...., of.....

APPENDIX

COMPLAINT FORM

To the Head of the Department of Theatre Studies/ Head of Service

No. Cfi.:

FULL NAME:

FATHER'S NAME:

Identity Card no:

Student id no:

Semester of studies:.....

Phone/mobile:

E-mail:.....

Subject of complaint:

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Please state briefly and clearly the problem you have encountered or your complaint about the services offered (educational, administrative, etc.) and the stages of its resolution followed so far.

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I declare that I explicitly consent to the processing of my personal data for the purposes of dealing with this complaint.

Additional documents on the topic are attached.