



ΔΗΜΟΚΡΙΤΕΙΟ  
ΠΑΝΕΠΙΣΤΗΜΙΟ  
ΘΡΑΚΗΣ

DEMOCRITUS  
UNIVERSITY  
OF THRACE

## **Annex 26**

# **Student Complaints and Objections Management Rules and Regulations of the Democritus University of Thrace**

**Komotini 2024**

## **Article 1**

### **Purpose**

1. The purpose of the Student Complaint and Objections Management Rules and Regulations (SCOMR) is to ensure, through a suitable management mechanism, that the Academic Departments of the Democritus University of Thrace (DUTH) provide improved quality of service to all students participating in its Study Programmes. The SCOMR establishes and defines procedures that provide reliable, systematic and continuously improving impartial recording and handling of any dysfunctions encountered by a student during his/her studies.

## **Article 2**

### **Definitions**

1. An objection is defined as any written objection or doubt expressed by a student regarding a pending or problematic resolution of an issue/problem that concerns him/her.
2. A complaint is defined as an expression of dissatisfaction (oral or written) on the part of a student, regarding the quality of the services provided by the University's Academic Departments.

## **Article 3**

### **Scope**

1. The complaints and objections management policy is addressed to the entire active student population (undergraduate, post-graduate, doctoral candidates) of the Academic Departments of the Institution.
2. Prior to the submission of their complaint or objection, students must review the Guides and the general and specific Study Rules and Regulations for the Study Programmes which they attend, as well as the general Operating Rules and Regulations of the Institution, so that they are aware of their rights and obligations.
3. The Student Affairs Committee is appointed as the competent body at each Academic Department for the monitoring and proper implementation of the procedure for managing student complaints and objections.
4. Student Affairs Committees are appointed by the Assemblies of the Departments, consist of three faculty members, with their alternates, and have a three-year term.
5. During the implementation of all stages of the procedure, the parties involved are obliged to retain and protect personal data, as determined by the legislation in force at the time.

## **Article 4**

### **Procedure for submitting complaints and objections**

1. Informal complaint submission process:

Prior to proceeding with the written submission of any complaint or objection, the student, depending on the nature of his/her complaint, may contact, within 15 days from the appearance of the problem, his/her Academic Advisor, who shall discuss with the student any issue impeding his/her studies. If the student does not wish to discuss the issue with his/her Academic Advisor, or if the problem is not resolved through the above informal procedure, or a conflict of competences or roles arises with the Academic Advisor, the formal procedure of paragraph 2 of this Article is followed.

2. Formal complaint submission procedure:

a) The student records the issue in question on the Complaints and Objections Submission Form

(Annex), which is posted prominently on the website of the competent Department, and submits it to the Secretariat of his/her Department within 15 days of the failure of the issue to be addressed through the informal procedure. In the event of prior application of the informal resolution procedure of paragraph 1, the hearing and mediation procedure followed must be stated on the Form.

b) After registering the Complaints and Objections Submission Form, the Department Secretariat forwards it to the Department's Student Affairs Committee. The Student Affairs Committee examines the student's issue and takes the necessary actions in order to either resolve it immediately, if possible, or refer the matter to the competent body of the Department. Depending on the nature of the problem, the Student Affairs Committee, before taking the necessary actions, may invite the student to a hearing to present his/her views. The student is notified in a timely manner regarding the date and time of the meeting. The Student Affairs Committee may invite other involved members of the academic community to a hearing in order to resolve the issue. If the issue is not resolved and the situation remains problematic, or the solution offered is not satisfactory to the student, he/she may submit the matter anew, directly to the Assembly of the Department, following the procedure set forth in case a) herein, adding the actions already taken.

c) If the issue is referred to the Assembly of the Department, any decisions relating to its resolution shall be final and irrevocable. If the case is complex, the Assembly of the Department may refer the case to another body of the Institution. If the resolution of the issue is achieved without referring it to the Assembly of the Department, then the case is closed.

3. If all the above procedures have been implemented and the student continues to disagree with the decision resolving issue, he/she may contact the University's Vice-Rector of Academic Affairs for a new settlement.

4. The procedure of paragraph 3 is followed for submitting objections.

5. It is understood that any unfounded or abusive complaints or objections shall not be brought before the competent bodies for discussion.

## **Article 5**

### **Right to notification**

The student shall be notified in writing by the Student Affairs Committee, through the Secretariat of the relevant Department and within a period of 30 days from the submission of his/her complaint, regarding the actions taken and any decision taken in relation to the issue. Should the student not be notified within the above time period, he/she may contact the University's Vice-Rector of Academic Affairs to further settle his/her complaint or objection.

## **Article 6**

### **Assessment of the implementation of the complaint and objection resolution procedure**

1. Complaints and objections submitted through the written/formal procedure are recorded and classified in order for the results of their resolution to be measurable, assessable and comparable, both qualitatively and quantitatively.

2. The Student Affairs Committee evaluates and classifies complaints and objections according to the type of issue (teaching/academic, administrative services, Department infrastructure, cooperation between students) and evaluates the results of the procedure.

3. At the end of each academic year, the Student Affairs Committee shall prepare a report that includes (without reference to personal data) the following information:

a) All the complaints and objections submitted by students to the Department.

- b) All student complaints and objections examined under the procedure provided for by the Department.
- c) All student complaints and objections that, following their examination, were resolved by the Department or the Institution.
- 4. The report is forwarded through the Internal Assessment Team to DUTH's Quality Assurance Unit (QAU) for further processing.
- 5. For complaints or objections submitted by undergraduate students, responsibility for compliance with these Rules and Regulations lies with the Head of the academic department, and for graduate students and doctoral candidates, responsibility lies with the , the Director of the relevant Study Programme.

## **Article 7**

### **Other means and methods DUTH students can use to submit complaints and objections**

DUTH students may also use the following means and methods of submitting complaints and objections:

1. *Questionnaires*: DUTH students have the option, through the use of questionnaires prepared by the QAU-DUTH, to anonymously assess:
  - a) the educational process
  - b) food and accommodation services
  - c) digital services
  - d) available infrastructure
  - e) the administrative procedures provided.
2. *Student Advocacy Office*: The Operating Rules and Regulations of the Student Advocacy Office, which is included in the Institution's Internal Rules and Regulations, states in detail its competences and describes the procedure for submitting complaints and objections that fall within its scope.
3. *Gender Equality and Anti-Discrimination Committee*: The Institution's Internal Rules and Regulations set out in detail the powers of the Gender Equality and Anti-discrimination Committee and describe the process for submitting complaints and objections that are within its scope.
4. *Ethics Committee*: The Code of Ethics and Conduct included in the Institution's Internal Rules and Regulations set out in detail the powers of the Ethics Committee and describes the process for submitting complaints and objections that fall within its scope.

## **Article 8**

### **Protection of personal data**

In the event of submission of complaints or objections, as well as during the preparation of the reports or the presentation of the relevant data, the applicable legislation and the DUTH personal data protection policy shall apply.

## **Article 9**

### **Entry into force**

These Regulations shall enter into force upon their publication in the Official Government Gazette.

**Complaint No & Date**

(To be filled in by the Secretariat)

--

**TO:**

Secretariat of the Department of .....

Submission Date:

Please fill in the following **mandatory** fields and submit this document to the following e-mail address: (enter the e-mail of the Secretariat)

<b>Full name:</b>		
<b>Title:</b>	Undergraduate student or <input type="checkbox"/> Postgraduate student or <input type="checkbox"/> Doctoral Candidate <input type="checkbox"/>	
	<b>Reg. No.:</b>	
	<b>Year of Study:</b>	
	<b>Phone / Mobile:</b>	
	<b>Email:</b>	
<b>The complaint concerns</b>		
	<b>Student issues:</b>	<input type="checkbox"/>
	<b>Studies issues:</b>	<input type="checkbox"/>
	<b>Food issues:</b>	<input type="checkbox"/>
	<b>Housing issues:</b>	<input type="checkbox"/>
	<b>Communication issues:</b>	<input type="checkbox"/>
	<b>Relations with educational staff:</b>	<input type="checkbox"/>
	<b>Personal Data:</b>	<input type="checkbox"/>
	<b>Other:</b>	<input type="checkbox"/>

<b>Please state briefly and clearly the problem you encountered or your complaint</b>

**Solemn Declarations**

I hereby declare that I expressly and unreservedly consent to the processing of my personal data for the purpose of handling this complaint.	<input type="checkbox"/>
I understand that the confidentiality of communications will be ensured, as provided for in the DUTH Internal Rules and Regulations and the applicable legislation.	<input type="checkbox"/>
I declare that I am aware of the Study Guide and of the University's general operating rules, and I am clearly aware of my rights and obligations.	<input type="checkbox"/>
I have been informed about the Personal Data Protection Regulation <a href="https://duth.gr/Πανεπιστήμιο/Προστασία-Δεδομένων-Προσωπικού-Χαρακτήρα-GDPR">https://duth.gr/Πανεπιστήμιο/Προστασία-Δεδομένων-Προσωπικού-Χαρακτήρα-GDPR</a>	<input type="checkbox"/>

<b>To be filled in by the body investigating the complaint (Academic Department)</b>		
Investigation of the complaint with s/n .....		
<b>Participants</b>		
Full name:	Position:	
<b>Reason</b>		
<b>Responsible</b>		
Department .....	Service .....	Other .....
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>How to address the problem – Corrective action</b>		
<b>Complainant notification</b>		
<b>Competent officer:</b>		
<b>Date:</b>		

The Head of the Department