

Regulation for the Management of Student Complaints and Objections

Department of History and Archaeology

National and Kapodistrian University of Athens (NKUA)

Article 1. Purpose

The Department's objective is to consistently enhance the quality of educational and administrative services offered, placing a strong emphasis on student needs. This is achieved by adhering to principles such as transparency, integrity, and accountability. In order to accomplish this, the Department has implemented an effective system for handling student complaints and objections. These concerns are promptly and efficiently addressed, while maintaining confidentiality, in accordance with the Internal Operating Rules of the NKUA.

Article 2. Implementation

The policy regarding complaints and objections is applicable to all currently enrolled students within the Department of History and Archaeology. This procedure is designed to address any grievances or objections related to the quality of educational and administrative services provided by the Department. Before filing a complaint or objection, students are encouraged to thoroughly familiarize themselves with the Department's regulations, including the Study Guide. By doing so, students can ensure they are well-informed about their rights and responsibilities. The President of the Department is responsible for overseeing and ensuring the proper implementation of this procedure. All complaints, outcomes, and subsequent actions taken will be meticulously documented and securely stored within the Department's Secretariat. This information will be used to enhance the services provided by the Department while maintaining confidentiality and privacy.

Article 3. Complaints and Objections Policy and Procedure

The Department has established dedicated protocols for handling student complaints and objections. Throughout the entire resolution process, strict compliance with the prevailing legislation ensures the safeguarding of personal data belonging to all parties involved.

Regarding undergraduate and postgraduate programs, the responsible bodies for addressing such matters are the Departmental Assembly and the President of the Department. In the case of Interdepartmental Postgraduate Programs (referred to as IPP) overseen by the Department of

History and Archaeology, the relevant bodies involved are the Steering Committee and the Director of the IPP. An exemplar of the entire process follows.

Phase 1: Internal/Informal Procedure

In this initial stage, the student will reach out to an appropriate faculty member, the academic advisor, or a member of the administrative staff, depending on the nature of the complaint. The purpose is to seek an immediate resolution to the issue at hand. At this point, the dispute may be resolved directly between the involved parties, either independently or with the assistance of a neutral mediator. If the problem is successfully resolved during this stage, no further action will be necessary.

Phase 2: Internal/Formal Procedure

Should the issue or complaint remain unresolved following the informal procedure, the next step involves initiating a formal process. Depending on the seriousness of the matter, the student may be required to submit a written complaint or grievance. It is important to note that the complaint or grievance should be filed directly by the student and not by any third party. The subsequent procedure is outlined as follows:

1. The student must submit their written request within a 30-day period following the occurrence of the issue. To document the complaint or objection, a dedicated form (refer to Appendix) can be accessed through the Department's or the Postgraduate Program's website. The form needs to be duly filled out and submitted to the Secretariat of the Department or the IPP, accompanied by a unique protocol number. If an informal resolution process has been pursued, it should be indicated in the form, including details of any mediation procedure followed.
2. The Department's or the IPP's Secretariat will transmit the student's complaint or objection, along with any additional supporting documents, to the President of the Department or the Director of the IPP for further consideration.
3. The President of the Department or the Director of the IPP reviews the issue and determines the necessary steps to address the complaint. This may involve encouraging resolution efforts, referring the matter to the Departmental Assembly or the Steering Committee of the IPP, or taking other appropriate actions. In certain cases, the student may be invited to share their perspective before any further actions are taken, considering the nature of the problem.
4. In instances where the problem is of a complex nature, the Departmental Assembly may seek the input of or refer the case to the relevant administrative body or entity within NKUA, such as the Student Advocate or the Student Equity Committee.

If the request is declined, any subsequent requests on the same matter will not be considered. The decisions made by the Departmental Assembly or the Steering Committee of the IPP are considered conclusive and not subject to further action.

However, if the student continues to disagree with the decision, they have the option to submit a written statement to the appropriate authority within the institution, requesting a fresh investigation into the matter.

Article 4: Student's Right to Information

Upon the completion of the investigation into the student's complaint or objection by the Departmental Assembly, and within a reasonable timeframe determined by the severity of the issue, the student will be provided with a written notification regarding the decision concerning their case. This ensures that the student is adequately informed of the outcome.

Article 5: Alternative Methods and Procedures for Filing Complaints and Objections

Course Evaluation Questionnaires

Students are afforded the chance to provide feedback and express their concerns through the utilization of questionnaires. These questionnaires serve the following purposes:

- (a) To assess the educational process at the course level, in accordance with the guidelines set forth by the National Authority for Higher Education (NAHE).
- (b) To evaluate the performance of the Department and its teaching staff.
- (c) To voice any dissatisfaction regarding potential shortcomings in services provided.

Student Advocate

The establishment of the Student Advocate is mandated by Article 55 of Law No. 4009/2011. The primary objective of this role is to mediate between students and the teaching or administrative staff of the institution, aiming to address instances of mismanagement and ensure the lawful and smooth functioning of the institution.

The responsibilities of the Student Advocate include:

- (a) Reviewing student requests concerning issues they encounter with academic and administrative services and offering appropriate solutions.
- (b) Facilitating students' communication with institutional bodies and administrative services.
- (c) Investigating student complaints related to violations of provisions and regulations outlined in university law and ethics.

- (d) Promoting students' awareness of their rights and responsibilities as members of the university community. Student Advocate has no authority in matters related to examinations and grading of students.

Gender Equality Committee

The Gender Equality Committee has been established by the University Senate as an advisory body. Its purpose is to promote equality at all levels of operation and throughout academic life, providing guidance to the University Senate and the Administrations of all Schools and Departments.

The responsibilities of the Gender Equality Committee include:

- (a) Proposing measures to promote equality and combat sexism to the relevant institutions.
- (b) Disseminating information on gender equality issues to the members of the academic community.
- (c) Mediating in cases involving complaints of discriminatory treatment or harassment.
- (d) Providing assistance to victims of discriminatory treatment. The specific matters to be addressed by the Committee are defined in the Internal Operating Rules of the institution.

Article 6. Compliance, Addition, and Review of Existing Regulations

The current Regulation for the Management of Student Complaints and Objections was endorsed by the Assembly (8th meeting held on January 24, 2023) of the Department of History and Archaeology.

APPENDIX - Exemplary Statement of Complaint and Objection

Statement of Complaint and Objection

Protocol Nr.:

To the Secretariat of the Department of History and Archaeology of NKUA

Name & Surname:

Student Reference Nr.:

Academic Year:

Telephone:

E-mail:

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

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Name & Signature

Privacy Notice

Personal data is processed for the purpose of analyzing the submitted statement, aiming to facilitate students and enhance efficiency and effectiveness in meeting their needs. The NKUA (National and Kapodistrian University of Athens) takes all necessary precautions to safeguard personal data.

I hereby declare that I provide my consent freely and unreservedly for the processing of my personal data to administer the submitted statement.

It is understood that the confidentiality of the communication will be maintained in accordance with the Internal Operating Rules of the NKUA and the relevant legislation.