

**SCHOOL OF PHYSICAL EDUCATION AND SPORT
SCIENCE
Postgraduate PROGRAMME
HUMAN PERFORMANCE**

Student Complaints Procedure

June 2023



Design and implementation of the student complaint management system

The Student Complaints Management Policy and Procedure outlines the mechanisms for students to lodge a complaint. The regulation is amended by decisions of the General Assembly of the Department.

The purpose of the Regulation is to manage the complaints of the postgraduate students, to resolve issues concerning the quality of the services provided by the MSc educational and administrative services.

The complaints management policy is addressed to active postgraduate students and aims to resolve a dispute or problem, such as:

- a problem facing students in the university environment related to the studies and attendance.
- misconduct by a member of academic or administrative staff
- incomplete information by a member of the academic or administrative staff

Postgraduate students should study the MSc guide and the operating rules, to learn both their rights and obligations. They must also turn to their Academic Advisor for guidance and support in matters that concern them and are related to their studies.

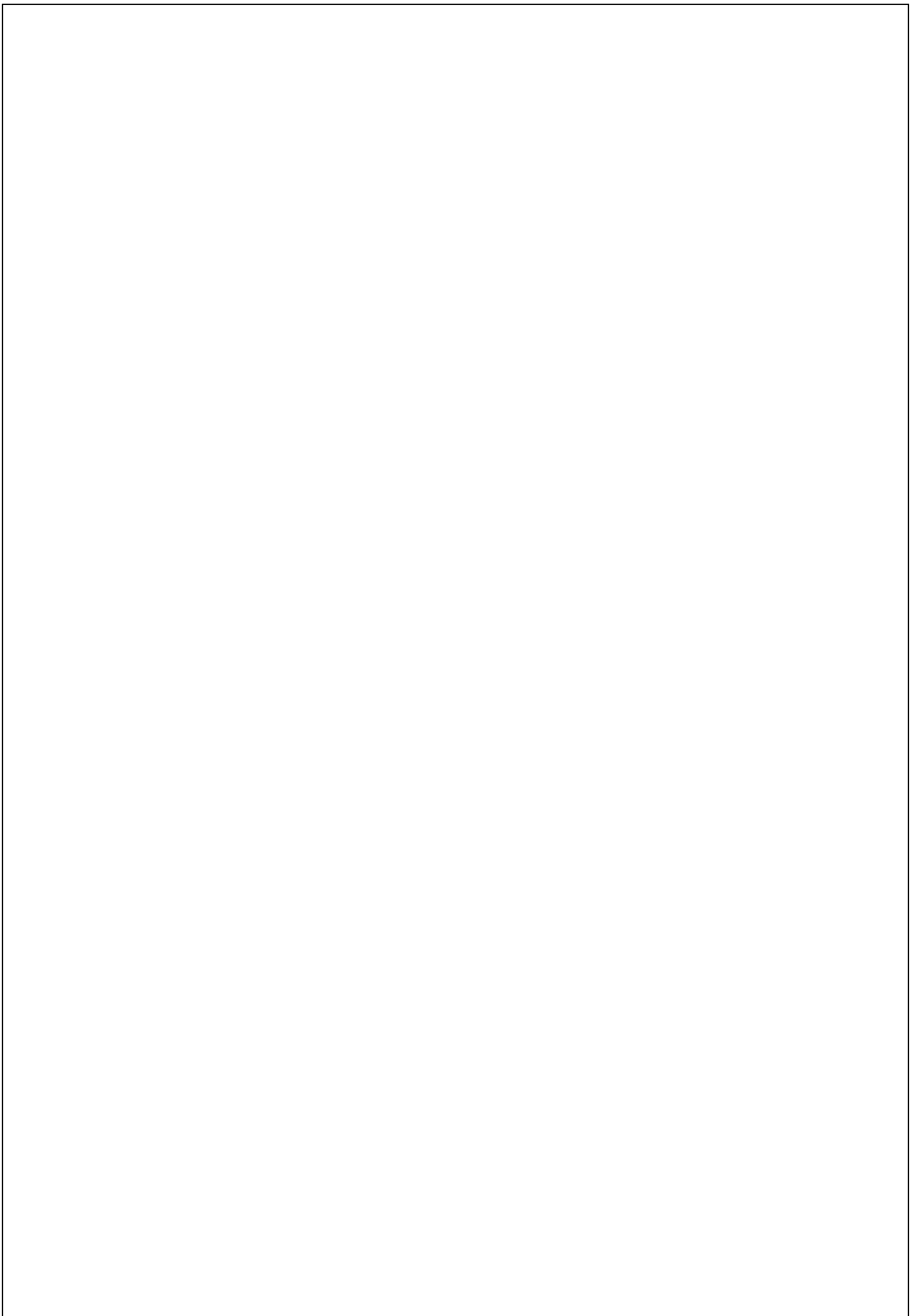
Specifically, postgraduate students can contact their professor advisor for issues related to the procedures of their studies, inappropriate behavior and insufficient guidance of teaching or administrative staff, as well as for issues related to their evaluation.

In case of unsuccessful resolution of the problem with the above procedure, students can download the form for submitting complaints and objections from the MSc website and submit it to the Secretariat of the MSC in paper or electronically. In this form, they are asked to report, with the greatest possible clarity, honesty and objectivity, the problem they are facing. The Secretariat then forwards it to the Coordinating Committee of the MSc.

In case the Coordinating Committee cannot solve the problem due to its complexity, it forwards it to the Chair of the Department. If the President deems it necessary, he/she may refer the matter to the General Assembly of the Department.

In any case, the anonymity of the student submitting the request to be resolved is preserved.

The student is informed of the outcome of the management of his/her application and in case the proposed solution does not satisfy him/her, he/she can submit a new application to examine the issue. The decision taken by the General Assembly of the Department is final.



COMPLAINT SUBMISSION FORM

To the Secretariat of the MSc

No:

To improve the services offered by the Department, there is a possibility to express any complaints, observations and comments related to the quality of the educational services provided and the service of those dealing with the MSc.

NAME :

FATHER'S NAME :

REGISTRATION NO.:

MOBILE PHONE :

Email :

Please briefly and clearly state the problem you encountered or your complaint regarding the services offered (educational, administrative, etc.).

I declare that I expressly and unconditionally consent to the processing of my personal data for the purpose of managing my present protest.

Thessaloniki,

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ANY INACCURACY IN COMPLETING IT MAKES THE STATEMENT UNACCEPTABLE