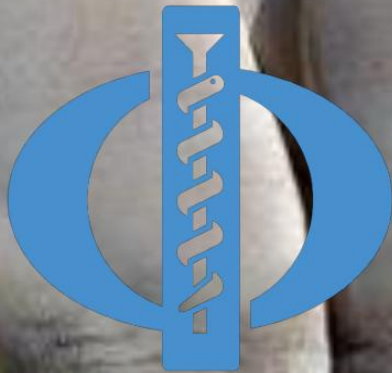




Regulation of Management of Complaints and Objections for Students



CONTENTS
Πανεπιστήμιο Θεσσαλίας
Τμήμα Φυσικοθεραπείας

Academic year
2024-2025

1. Regulation of operation of the Student Complaints and Appeals Management Mechanism
... 2

2. Complaints management 3

3. Thematic Sections for submitting a complaint 3

4. Complaint Submission Procedure 4

5. Form for submitting complaints and objections 5

1. Regulation of Management of Complaints and Objections for Students

For complaints and objections related to academic matters (teaching and attendance) students can contact their Professor Advisor and/or to the President of Department (via her Secretariat).

For complaints and objections where concerning supporters procedures and services, such as the timetable program, or situation of infrastructure, or Library, the information systems, etc., students can contact the competent administrative services.

When providing educational services or other care and service, it is possible that complaints may arise, which fall into one of the following categories:

1. Complaints where are expressed with anyone way from the student in anyone worker of Foundation.
2. Complaints where are revealed within from standardized questionnaires or discussions with the student. In particular, the Part Physiotherapy uses Questionnaires Evaluation her educational process which are distributed to students within the context of the course and in accordance with those provided for by the Principle Assurance Quality Supreme Education (A.D.I.P.), via of whose students have the ability, on the one hand to evaluate the performance of University and of teachers of and, on the other hand, to express the their dissatisfaction.

OR policy management complaints addressed in **active students** of University of all cycles of study and aims to resolve a dispute or problem, such as:

1. Disagreement in topics studies and of study
2. Inappropriate behavior from member academic or administrative personnel
3. Incomplete guidance students from member academic personnel
4. Incomplete guidance students from member administrative personnel

2. Management complaints

For the register complaints from their same their students it is available the **Form A** "Report of Complaint / Objection", the which submits direct to the Advisor Professor.

- The advisor Professor, in collaboration with the supervisor or the President of the Department, examines the problem and is progressing in the application direct corrective actions, informing, simultaneously, the student, since the complaint has arise from direct recording from the student.
- Responsible for handling student complaints (provided that they are not concern examination and scores) it is and the Advocate of Student, the who acts to investigate the validity of complaints and the causes them as well as mediates for the effective their management.

3. Thematic Modules submission complaint

They are distinguished three thematic categories where may to arise complaints student, the which concern in:

A. Academic topics, such as:

- Teaching lesson /laboratory
- Feedback/ Communication with Teachers / Supervisors Professors
- Examination

B. Services support studies and student life, such as:

1. Studies and Student Affairs (registrations, exam schedule, housing, financial or other support)
2. Secretariat Department
3. Facilities
4. Topics Library
5. Topics Security and Health
6. Topics Physics Access to the spaces her Campus
7. Topics Electronics access

C. Topics Harassment and Sexuality Harassment

4. Procedure Filing a Complaint

Stage 1: Direct resolution

The Student , in accordance with the guidance received from the Advisor professor his/her,

encouraged to communicate immediately with the competent atom, relative with the complaint, that to be investigated the actions resolution. The student must submit his/her complaint within 30 days from the day appearance of problem.

Clarifies that, complaint can to submitted and via of representatives of students.

Stage 2: Official resolution

At cases where after the integration her process her direct resolution, he/she/it student he/she objects with the proposal resolution or or situation continues to it is problematic, then can to submit, within 30 days, in writing the complaint of:

1. In the Advisor Professor or to/on President of Department for topics where fall under category A, C.
2. To the Supervisors of Services of University for the topics where fall under in the category B. Complaint where falls under in she thecategory can to be submitted and via of President of the familiar Department. Within 15 working days he/she/it student is updated for the progress ofrequest of.

The University of Thessaly, within the framework of protecting students' personal data, archives and manages information concerning their personal data (contact details, score register and other personal data) in accordance with applicable legislation.

In case where against the procedure investigation of complaint be found false description events, the complaint will becomes non acceptable and not will being examined further.