



**ΔΗΜΟΚΡΙΤΕΙΟ
ΠΑΝΕΠΙΣΤΗΜΙΟ
ΘΡΑΚΗΣ**  **DEMOCRITUS
UNIVERSITY
OF THRACE**

Regulation of the Management of Student Complaints and Appeals at Democritus University of Thrace

Komotini 2024

Article 1

Purpose

1. The purpose of the Student Complaints and Appeals Management Regulation (SCAMR) is to ensure, through an appropriate management mechanism, the improvement of the quality of services provided by the Academic Departments of Democritus University of Thrace (DUTH) to all students enrolled in its Study Programs. SCAMR establishes and defines procedures that offer a reliable, systematic, and continuously improving, impartial recording and handling of any issues or dysfunctions encountered by students during their studies..

Article 2

Definitions

1. An appeal is defined as any written expression of objection or doubt by a student regarding the pending or problematic resolution of an issue or problem affecting them.

2. A complaint is defined as the expression of dissatisfaction (either oral or written) by a student concerning the quality of services provided by the University's Academic Departments.

Article 3

Scope of Application

1. The complaints and appeals management policy applies to the entire active student population across all three cycles of study within the Institution's Academic Departments.

2. Before submitting a complaint or appeal, students are required to review the Guides and general and specific Study Regulations of their Study Programs, as well as the general Operational Regulations of the Institution, to understand their rights and responsibilities.

3. The responsible body for overseeing and correctly implementing the complaints and appeals management process within each Academic Department is the Student Affairs Committee.

4. The Student Affairs Committee is appointed by the Department Assemblies and consists of three faculty members with their alternates, serving a three-year term.

5. Throughout all stages of the procedure, participants are obligated to uphold and protect personal data in accordance with current legislation.

Article 4

Procedure for Submitting Complaints and Appeals

1. Informal Complaint Submission Process:

Before submitting a formal written complaint or appeal, the student may, depending on the nature of the complaint, contact their Academic Advisor within 15 days of the issue arising to discuss any obstacles affecting their studies. If the student does not wish to discuss the matter with the Academic Advisor, or if the problem is not resolved through this informal process, or if there is a conflict of roles with the Academic Advisor, the formal process described in paragraph 2 of this article is followed.

2. Formal Complaint Submission Process:

a) The student documents their issue on the Complaint and Appeal Submission Form (Appendix), which is posted in a visible location on the Department's website, and submits it to the Department Secretariat within 15 days after the informal process proves ineffective. If the informal process from paragraph 1 was attempted, this should be noted on the Form, including any mediation and hearing

procedures followed.

b) The Department Secretariat registers the Complaint and Appeal Submission Form and forwards it to the Department's Student Affairs Committee. This committee reviews the student's issue and takes necessary actions to either resolve it immediately, if feasible, or refer the matter to the appropriate Department body. Depending on the nature of the issue, the Student Affairs Committee may call the student for a hearing to present their perspective before taking further actions. The student is informed in advance of the time and date of this meeting. The committee may also call other involved members of the academic community to facilitate the resolution. If the issue remains unresolved or if the student finds the proposed solution unsatisfactory, they may resubmit the issue directly to the Department Assembly by following the procedure outlined in point (a), adding any previous steps taken.

c) If the issue is referred to the Department Assembly, any decisions made regarding its resolution are final and irrevocable. If the case is complex, the Assembly may refer it to another body or structure within the Institution. If the issue is resolved without referral to the Assembly, the case is considered closed.

3. If all the above procedures have been followed and the student still disagrees with the decision, they may appeal to the University's Vice Rector for Academic Affairs for further resolution.

4. The process in paragraph 3 also applies to appeals.

5. Clearly unfounded or abusive complaints or appeals will not be presented for discussion by the relevant bodies.

Article 5

Right to Information

The student is informed in writing by the Student Affairs Committee through the Department Secretariat within 30 days of submitting their complaint about the actions taken and any decisions made regarding their issue. If the student does not receive a response within this period, they may contact the University's Vice Rector for Academic Affairs for further resolution of their complaint or appeal.

Article 6

Evaluation of the Complaints and Appeals Resolution Process

1. Complaints and appeals submitted through the written/formal procedure are recorded and categorized so that the outcomes can be measured, evaluated, and compared both qualitatively and quantitatively.

2. The Student Affairs Committee evaluates and categorizes complaints and appeals based on their subject matter (e.g., teaching-academic, administrative services, Department facilities, student interactions) and assesses the results of the resolution process.

3. At the end of each academic year, the Student Affairs Committee prepares a report (excluding any personal data) that includes: a) The total number of complaints and appeals submitted by students to the Department. b) The total number of complaints and appeals reviewed according to the Department's designated procedure. c) The total number of complaints and appeals resolved by the Department or Institution after review.

4. The report is forwarded via the Internal Evaluation Team (OMEA) to the Quality Assurance Unit of DUTH (MODIP-DUTH) for further processing.

5. Responsibility for enforcing this Regulation lies with the Department Chair for complaints or

appeals submitted by undergraduate students, and with the Program Director for postgraduate students and doctoral candidates.

Article 7

Additional Means and Methods for Submitting Complaints and Appeals Available to DUTH Students

Students at Democritus University of Thrace (DUTH) may also use the following means and methods to submit complaints and appeals:

1. *Questionnaires*: DUTH students have the opportunity to anonymously evaluate the following through questionnaires prepared by the Quality Assurance Unit (MODIP-DUTH):
 - a) the educational process,
 - b) food and housing services,
 - c) digital services,
 - d) available facilities,
 - e) administrative services provided.
2. *Student Ombudsman*: The specific responsibilities of the Student Ombudsman and the procedure for submitting complaints and appeals within the Ombudsman's purview are detailed in the University's Internal Regulations.
3. *Gender Equality and Anti-Discrimination Committee*: The Internal Regulations of the Institution detail the responsibilities of the Gender Equality and Anti-Discrimination Committee and describe the process for submitting complaints and appeals that fall within its scope.
4. *Ethics Committee*: The Code of Ethics and Good Practice included in the Internal Regulations outlines the responsibilities of the Ethics Committee and describes the process for submitting complaints and appeals related to its jurisdiction.

Article 8

Protection of Personal Data

In all cases of complaint or appeal submission, as well as in the preparation of reports or the presentation of related data, the provisions for personal data protection under current legislation and DUTH's personal data protection policy are applied.

Article 9

Effective Date

The effectiveness of this Regulation begins upon its publication in the Government Gazette.

Complaint Number & Date

(Completed by the Secretariat)

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TO:
Department Secretariat

Submission Date:

Please complete the following **mandatory** fields and submit this form to the email address: (insert Secretariat's email)

Full Name:		
Status:	Student	
	Undergraduate <input type="checkbox"/>	
	Postgraduate <input type="checkbox"/>	
	Doctoral Candidate <input type="checkbox"/>	
	Student ID Number:	
	Year of Study:	
	Phone / Mobile:	
	Email:	
The complaint concerns		
	Student Affair:	<input type="checkbox"/>
	Academic Issues:	<input type="checkbox"/>
	Dining Services:	<input type="checkbox"/>
	Housing Services:	<input type="checkbox"/>
	Communication Issues:	<input type="checkbox"/>
	Relations with Academic Staff:	<input type="checkbox"/>
	Personal Data:	<input type="checkbox"/>
	Other:	<input type="checkbox"/>

Please briefly and clearly describe the problem you encountered or your complaint.	

Declarations

I explicitly and unconditionally consent to the processing of my personal data for the purpose of managing this complaint	<input type="checkbox"/>
I understand that communication confidentiality will be ensured, as stipulated by DUTH's Internal Regulations and current legislation	<input type="checkbox"/>
I confirm that I have reviewed the Study Guide and the University's general operational rules and am clearly aware of my rights and obligations	<input type="checkbox"/>
I have been informed about the Data Protection Regulation https://duth.gr/University/Data-Protection-GDPR	<input type="checkbox"/>

Completed by the complaint investigation body - Academic Department		
Investigation of Complaint No.		
Participans		
Full Name:	Position:	
Cause Analysis		
Responsible		
Department	Service	Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problem Resolution – Corrective Action		
Complainant Notification		
Responsible Person:		
Date:		

The Department Chair