



**HELLENIC REPUBLIC**  
**UNIVERSITY OF THESSALY**  
**SCHOOL OF HEALTH SCIENCES**  
**FACULTY OF MEDICINE**

**MSc in Public Health and Epidemiology.**

**Streams: (1) Public health and Applied Epidemiology and  
(2) Public Health and Maritime Transport**

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# **COMPLAINTS MANAGEMENT REGULATION**

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(according to Government Gazette 3826/2022- Issue B - No. 15012/22/ΓΠ -  
Approval of the Internal Regulation of Operation of the Faculty of Medicine,  
School of Health Sciences, University of Thessaly)

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## 1.Introduction

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It is evident that during their studies, postgraduate students may encounter situations that exceed their individual ability to address or manage effectively. Given the diverse and often heterogeneous backgrounds of the postgraduate cohort, both the Department's multilevel informational meetings and the Study Guide outline the procedures and issues for which students can lodge a complaint.

The Faculty of Medicine of the University of Thessaly and all the Postgraduate Programs offered by the Department are fully aligned with:

- a. **Principles:** described in the regulatory and regulatory texts of the Foundation (Internal Rules of Operation, Code of Ethics, General Data Protection Regulation).
- b. **Regulations:** Internal Rules of Operation of the Faculty of Medicine
- c. **Support services:** e.g. student advocate, academic advisor of the University of Thessaloniki
- d. **Procedures and Policy:** In particular, regarding complaint management issues, the Faculty of Medicine and its Postgraduate Programs of Study are harmonized with the official policy of the University for the policy on dealing with issues of bullying, victimization, harassment and generally negative behaviors, as approved during the 228/31.01.2020 decision of the Senate.
- e. **Legislation-Law:** Legislation-Law: for disciplinary offenses outside the competence of the University of Thessaloniki

## 2. Complaint Management

Any action complained of shall be classified and dealt with, depending on its severity, in a range ranging from oral resolution between the parties involved to the implementation of legal proceedings, if necessary.

### **Step 1: Information**

At the informative presentation meeting of the MSc that takes place before the beginning of each cycle of studies, both the procedures and the details of the contact persons who can address students are disclosed. It is also proposed that depending on the student population of each MSc there should be two people of different sex, one of whom should be the Director of the Postgraduate Program.

### **Step 2 – Option A. Oral complaints**

Students are boldly encouraged to express their complaints both to their Academic Advisor if something concerns them and to the Complaint Manager (Director of the MSc). An attempt is made to resolve it within a reasonable time depending on the nature of the issue. The oral settlement of disputes gives the advantage of finding an immediate solution. Even if the matter is resolved without written formality, it is recorded and archived. If the graduate student is not satisfied with the oral communication, he has the right to make the formal complaint formulation.

### **Step 2 – Option B. Written complaints**

If the postgraduate student wishes to formulate his/her complaint in writing, he/she may use the appropriate form to record it.

The complaint is categorized according to its nature into:

- a. Academic
- b. Studies related matter
- c. Conduct, harassment or discrimination
- d. Other

The matter shall be resolved according to its nature by the Director of the Programme and the competent Committee. In case the student wishes to remain anonymous, they formulate the complaint as provided for anonymous and highly confidential complaints through the procedure applied by the Department/Faculty/Institution, which are described extensively on their websites. In case the problem exceeds their capabilities, the Director of the

Program addresses, in accordance with the Internal Regulation of the Department of Medicine, to the Head or the Deputy Head of the Department in accordance with the Internal Regulation of the Department. (PART D INTERNAL REGULATION OF THE DEPARTMENT OF MEDICINE-Ethical Issues).

Complaints concerning purely student issues, e.g. student assessment, are examined only by the competent Committees of the MSc.

### **Step 3: Review**

At the end of each cycle of studies and during the review of the activities, all the issues that have preceded are discussed and preventive measures are taken to avoid similar incidents.

## Annex

### Complaint Form

TO: (.....)  
The Director of the MSc

Date

.....

Incoming number (to be completed by the Secretariat)

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### Student Details

Name – Surname .....

Telephone number.....

Email.....

Department.....

Semester of Study.....

Registration

Number.....

**Complaint description** (please describe the subject of your complaint in detail, the consequences arising against you, as well as the desired solution)

- a. Academic
- b. Studies related matter
- c. Conduct, harassment or discrimination
- d. Other

I wish to raise a matter concerning a .....issue.

I declare that I expressly and unconditionally consent to the processing of my personal data for the purpose of handling my complaint.

YES/NO (circle)

Additional documents on the topic are attached.

YES/NO (circle)

### The applicant