



REGULATION FOR THE MANAGEMENT OF STUDENT REQUESTS / COMPLAINTS

**OF THE STUDY PROGRAMMES
OF THE DEPARTMENT OF INFORMATICS AND TELEMATICS**

Approved by the Assembly of the School of Digital Technology

Decision no: 174/21.12.2023

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Article 1: General principles

The adoption of this regulation for the management of requests and complaints of students in undergraduate and postgraduate programs of study aims at effectively improving the operation of these programs. The main principle is respect for all those involved in the educational process, especially for students, who are a priority in this field. To achieve this, the regulation focuses on the principles of transparency and accountability, detailing the process of handling requests and complaints as well as stakeholders.

In this direction, the process of submitting and managing complaints of students of the Department of Informatics and Telematics is put into operation, with the aim of ensuring their satisfaction and maintaining the prestige of the Department. The application of this Regulation concerns all complaints and objections related to the quality of the educational and administrative services provided by the Postgraduate Programs.

Article 2: Person in charge of the implementation

The Committee for the Resolution of Student Issues of the School of Digital Technology, assisted by the Secretariat of each respective program, is designated as responsible for monitoring the proper implementation of the procedure for managing student requests/complaints. Requests/complaints, related resolutions, and any accompanying materials are stored electronically in an appropriate space without public access. The Department Secretariat ensures confidentiality and utilizes this information to improve the services provided.

Article 3: Procedure

Before submitting any request/complaint, students are required to carefully review the Study Guide, the Regulations of Harokopio University, and the Regulations of their respective Study Program. These documents clearly outline their rights and obligations.

In case of an issue, the Department encourages students to attempt to resolve the matter promptly and directly with the involved party. Direct communication of the problem aims for a swift resolution. Within this framework, the student may address the request/complaint directly to the instructor or the Secretariat either verbally or via email. If the issue remains unresolved, the student may proceed with the official resolution process as described in the next step.

To formally document a request/complaint, the student completes the "Submission Form" (see Appendix), providing a concise, clear, and objective description of the issue. The form is available on the Department's website and from the Secretariat. Once completed and signed, the student submits the form electronically to the email address complaintsdit@hua.gr listed on the Department and program websites.

The request is automatically received by the members of the Committee for the Resolution of Student Issues and the Secretariat, which initially contacts the student to verify the submitted request. The Committee for the Resolution of Student Issues then takes the necessary steps to examine/investigate the issue, notifying the appropriate regulatory body as needed while ensuring the confidentiality and protection of the student's personal data.

For complex issues, the student may be invited for a hearing to investigate the matter further, ensuring their privacy is protected until all necessary information or clarifications are gathered.

Article 4: Competent bodies

Depending on the nature or seriousness of the request/complaint, that is filed, the Committee for the Resolution of Student Issues, may directly refer this request/complaint to one of the following bodies for respective actions, informing the interested party accordingly, in accordance with the responsibilities. Depending on the level of study of the student, these bodies include the Director and the coordinating committee of the Postgraduate Program, the Assembly of the School of Digital Technology, the Student Ombudsman, the Gender Equality Committee, the Senate, and the legal advisor of the Institution.


Article 5: Procedure for re-evaluation of a request

If the decision issued during the aforementioned procedure for the submitted request/complaint does not satisfy the student, they may submit a new request for re-evaluation. The re-evaluation request, along with the initial decision and all accompanying materials, is forwarded to the Dean of the School of Digital Technology. After reviewing all the provided information, the Dean may invite the concerned student for a hearing to address the request/complaint. Taking all the above information into account, the Dean issues a decision to resolve the problem.

Article 6: Timeline for Procedure Implementation

The time required to resolve a request/complaint varies depending on the nature of the issue and the adequacy of the information available for its proper examination. The Department encourages and makes every effort to achieve the quickest and most effective resolution possible. This approach ensures faster complaint handling and the smooth operation of the study program. Within a reasonable timeframe, the student is duly informed about the actions taken, the overall handling of their request, and any decisions made by the relevant body, as described in this Regulation.

Annex: Documents

	Harokopio University of Athens Department of Informatics and Telematics
STUDENT REQUEST / COMPLAINT FORM	
Select program of study: <ul style="list-style-type: none">• Undergraduate Program of Studies• MSc in Informatics and Telematics• MSc in Applied Informatics• MSc Digital Health and Analytics• Mphil in Computer Science and Informatics• PhD Studies Programme	
The request/complaint described below contains sensitive personal data: <ul style="list-style-type: none">• Yes• No	
Applicant's Details Name: _____ Surname: _____ R.N.: _____ Phone number: _____	
Description of Request / Complaint _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____	

I understand that upon the written submission of this request/complaint, the procedure for managing student requests/complaints of the Department will be followed, and I am available to participate in the mediation process for its resolution.

- Yes
- No

Date of submission of request: __/__/20__

Signature: _____