Regulation for Student Complaints and Appeals
Transnational Inter-Institutional Postgraduate Program
"Digital Governance of Educational Institutions"

of the Department of Educational Sciences and Early Childhood Education (coordinating Department) of the School of Humanities and Social Sciences of the University of Patras,

in collaboration with the Department of Education of the School of Education of the University of Nicosia and the Department of Digital Innovation of the School of Business of the University of Nicosia.

(As resolved by the Assembly of the Department of Educational Sciences and Early Childhood Education at its meeting no. 10/31.03.2026)

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Regulation for Student Complaints and Appeals of the Transnational Inter-Institutional Postgraduate Program

The management of complaints and appeals submitted by postgraduate students of the Transnational Inter-Institutional Postgraduate Program of the Department of Educational Sciences and Early Childhood Education, titled "Digital Governance of Educational Institutions," in accordance with this Regulation, aims to contribute to the continuous improvement of the quality of educational and administrative services provided by the Program and to ensure its smooth operation, guided by the principles of integrity, transparency, and the well-being of postgraduate students. This Regulation shall be approved by the Program Committee, and its implementation shall be supervised by the Director of the Postgraduate Program, assisted by the members of the Coordinating Committee.

Article 1: General Provisions of the Regulation

The Regulation is addressed to the entire active student population of the Transnational Inter-Institutional Postgraduate Program and concerns "complaints" and "appeals" submitted by postgraduate students in relation to the quality of the educational or administrative services provided by the Program.

- Before expressing a "complaint" or submitting an "appeal," postgraduate students are required to consult the Regulation of the Transnational Inter-Institutional Postgraduate Program as well as the Internal Regulation of the University of Patras, in order to be informed about their rights and obligations.
- The Regulation provides for two different procedures for handling students' complaints: one procedure without the involvement of administrative bodies and one with their involvement. The activation of the second procedure is recommended in cases where the first procedure does not lead to a satisfactory outcome.
- All matters concerning "complaints" and their management are kept confidentially in the Department's Secretariat and are used for the improvement of the services provided by the Transnational Inter-Institutional Postgraduate Program Personal data are protected in accordance with the applicable legislation in force.

Article 2: Definitions of the Terms "Complaint" and "Appeal"

- A "complaint" is defined as an oral or written expression of dissatisfaction or a statement of a problem experienced by a postgraduate student in relation to the educational or administrative services provided by the Transnational Inter-Institutional Postgraduate Program.
- An "oral complaint" submitted by a postgraduate student activates the procedure for handling complaints without the involvement of administrative bodies (see Section 3).
- A "written complaint" submitted by a postgraduate student activates the

procedure for handling complaints with the involvement of administrative bodies (see Section 4).

- An "appeal" constitutes part of the procedure involving administrative bodies and refers to the written expression of doubt or objection by a postgraduate student regarding the response or solution that has been provided to their complaint or problem within the framework of such a procedure.

Article 3: Procedure for Handling Complaints without the Involvement of Administrative Bodies

i. **Oral complaint to the directly involved person and attempt at resolution**

- The postgraduate student submits an "oral complaint," meaning that they verbally express their problem to the directly involved person. Specifically, the student discusses the issue directly (a) with the responsible instructor if the problem concerns educational services, or (b) with the responsible administrative staff member if it concerns administrative services.
- If the student considers it necessary to involve a third person in the attempt to resolve the problem, they may address their Academic Advisor.

ii. **Finding a solution: completion of the procedure**

- If a satisfactory solution is reached, no further action is required from either side.

iii. **No solution found: continuation with a written complaint to the Secretariat**

- If no satisfactory solution is reached, the postgraduate student has the option to submit a "written complaint" to the Department's Secretariat, thus activating the procedure involving administrative bodies (see Section 4).
- A written complaint may also be submitted from the outset. However, within the framework of cooperation and good will that characterizes an academic environment, this option is recommended as a second step.

Article 4: Procedure for Handling Complaints with the Involvement of Administrative Bodies

i. **Submission of a written complaint to the Secretariat**

- The postgraduate student submits a "written complaint," meaning that they describe their problem in writing by completing the relevant form (Annex 1) and submitting it under their name to the Department's Secretariat. Submission is made by the student personally, either electronically or in person, within thirty (30) days from the date the problem occurred.
- When completing the form, the student briefly and clearly describes (a) the problem, (b) the actions taken during the procedure without the involvement of administrative bodies, and (c) the outcomes of those actions. Any relevant supporting documents may also be attached.
- Under no circumstances should the student present inaccurate information or use offensive language. Such actions constitute grounds for the complaint not

to be further examined.

ii. **Forwarding to the Director of the Transnational Inter-Institutional Postgraduate Program.** The Secretariat forwards the written complaint to the Director of the Transnational Inter-Institutional Postgraduate Program.

iii. **Examination by the Director and the Coordinating Committee**

- The Director examines the written complaint and proceeds with the appropriate actions, either independently or in cooperation with the Coordinating Committee. If deemed necessary, the Director may invite the student to a meeting, with or without the presence of the members of the Coordinating Committee, in order to present their views in detail.
- The Director also informs the involved instructor or administrative staff member, giving them the opportunity to contribute to the resolution of the issue.

iv. **Finding a solution: completion of the procedure or submission of an appeal**

- If the Director, assisted by the Coordinating Committee, proposes a solution, the student is informed in writing within a reasonable period of time.
- If the student does not agree with the proposed solution, or if the proposed solution does not satisfactorily address the issue, the student may submit an "appeal" by completing and submitting the relevant form to the Department's Secretariat.
- The appeal is examined by the Program Committee, and the student is informed in writing within a reasonable period of time.
- The decision of the Program Committee is final, and the student cannot submit a further appeal.

v. **No solution found: referral of the complaint to the Program Committee**

- If the Director, assisted by the Coordinating Committee, is unable to reach a proposed solution, the complaint may be referred to the Program Committee.
- The Program Committee may request the assistance of other bodies of the University (e.g., the Student Ombudsman, the Gender Equality Committee, etc.) if deemed necessary.
- The student is informed in writing of the decision of the Program Committee within a reasonable period of time.
- The decision of the Program Committee is final and the student cannot submit an appeal.

Annex1: Complaint Form

COMPLAINT FORM

To:
Programme Secretariat
Secretariat of the Programme of Postgraduate Studies "Human-Computer Interaction"

Surname: ..... Name: .....
Father's name: ..... Matriculation Number: .....
Phone number: ..... e-mail: .....

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

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Patras, ...
The Applicant
(full name & signature)