



ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ

Εθνικόν και Καποδιστριακόν  
Πανεπιστήμιον Αθηνών

ΙΔΡΥΘΕΝ ΤΟ 1837

**Regulations for the Operation of the  
Student Complaints and Appeals  
Management**

**Postgraduate Programme**

**“Earth Sciences and Environment”**

The “Complaints and Appeals Management Regulation” of the Postgraduate Programme “Earth Sciences and Environment” of the Department of Geology and Geoenvironment at the National and Kapodistrian University of Athens, entitled **“Earth Sciences and Environment”** was approved by the 12th meeting of the Department’s General Assembly on 28 March 2025.

## **Article 1. Definitions – General Principles**

Within the framework of strengthening the student-centered educational process, as well as the principles of transparency and accountability, the “Regulations for the Management of Complaints and Appeals” of the postgraduate students of the Postgraduate Programme “Earth Sciences and Environment” of the Department of Geology and Geoenvironment, School of Sciences, NKUA, have been adopted and are strictly observed. This procedure applies to all complaints relating to the quality of the educational services provided by the P.P. “Earth Sciences and Environment” of the School of Sciences.

A complaint/appeal is defined as any concern or issue causing dissatisfaction, relating to the quality of services delivered by the P.P., whose resolution procedure is not covered by other regulations or processes.

The P.P. “Earth Sciences and Environment” acknowledges that complaints/appeals may occasionally arise, and that it must address and manage them appropriately. The P.P. “Earth Sciences and Environment” aims to foster an environment in which:

1. Submission of complaints/appeals is fully accepted.
2. Complainants know they will face no adverse consequences for filing a complaint.
3. All complaints/appeals receive the necessary attention.
4. Any member of the P.P. implicated by a complaint/appeal could respond;
5. All parties involved are informed in a timely manner about the handling and outcome of the complaint/appeal once the process is concluded.

## **Article 2. Purpose**

The purpose of these Regulations is to provide a systematic and consistent framework that promotes the fair and timely resolution of any issues raised by postgraduate students. This structured approach enhances accountability and assists in rectifying any deficient services when required, prevents recurrence of identified problems, and contributes to the continuous improvement of study quality and the overall learning experience.

The complaints-management policy applies to active students of the Postgraduate Programme “Earth Sciences and Environment” and aims to resolve disagreements or problems such as:

- Disputes concerning academic matters and attendance
- Improper conduct by academic or administrative staff
- Inadequate guidance of students by academic staff

- Inadequate guidance of students by administrative staff

### **Article 3. Resolution Procedures**

Complaints or appeals may be addressed via two main routes:

(I) Informal (Direct) Resolution

(II) Formal Submission of a Complaint/Appeal

*(I) Informal (Direct) Resolution*

Students are encouraged first to seek direct resolution of any concern by approaching the individual(s) involved (e.g., teaching staff, research support staff, administrative staff, or Secretariat). This often allows misunderstandings or oversights to be corrected quickly.

If the student is not satisfied with the outcome, does not know whom to approach, or is reluctant to raise the issue directly, they may seek assistance from either the Programme Director or their Academic Advisor for support and guidance toward a prompt resolution.

*(II) Formal Submission of a Complaint/Appeal*

If, after attempting informal resolution, the student remains dissatisfied with the proposed solution or the issue persists, they may file a formal, written complaint. The process is as follows:

The student downloads and completes the Complaint Submission Form, available on the Programme website, and submits it to the Programme Secretariat.

The Secretariat immediately registers the complaint in the official log and notifies both the student and their Academic Advisor.

The Academic Advisor reviews the complaint, undertakes all necessary actions, and informs the Programme's governing bodies of progress.

Advisors may propose solutions and act as mediators, consulting other members of the Coordinating Committee as needed. If the collaboration with the Academic Advisor does not resolve the issue, the student may escalate the matter.

At the student's request, the School's Postgraduate Education Committee may also be activated to assist.

If the issue remains unresolved, the student may petition the Programme Director, who may in turn consult the Coordinating Committee.

Should the Director's decision still fail to satisfy the student, the final appeal may be made to the Department's General Assembly, whose decision is definitive.

In all cases, depending on the nature and urgency of the matter, the student will be informed within a reasonable timeframe of the actions taken and decisions made.

### **Article 4. Protection of Personal Data**

In compliance with applicable data-protection legislation, the Programme archives and processes all information arising from complaints or appeals in strict confidence. Under no circumstances are personal data (e.g., contact details, grades, or other sensitive information) disclosed beyond what is necessary for resolving the matter

## **Article 5. Evaluation of the Complaint and Appeal Resolution Process**

It is deemed appropriate to implement measures that will contribute to the optimization of the complaint and appeal resolution process. Complaints and appeals submitted through the formal (written) procedure must be recorded and categorized electronically so that their resolution outcomes can be measured, evaluated, and compared, both qualitatively and quantitatively (see Complaint Submission Form).

**NATIONAL AND KAPODISTRIAN UNIVERSITY OF ATHENS  
SCHOOL OF SCIENCES  
DEPARTMENT OF GEOLOGY AND GEOENVIRONMENT**

**POSTGRADUATE PROGRAMME "Earth Sciences and Environment"  
COMPLAINT SUBMISSION FORM**

**To:** Secretariat of the Postgraduate Programme "Earth Sciences and Environment"

<b>Field</b>	<b>Details</b>
<b>Full Name:</b>	.....
<b>Father's Name:</b>	.....
<b>Student ID Number:</b>	.....
<b>Phone / Mobile:</b>	.....
<b>E-mail:</b>	.....

**Description of Your Complaint**

*(Please provide as much detail as necessary to explain your concern.)*

I hereby consent to the processing of my personal data by my Academic Advisor of the Postgraduate Programme, \_\_\_\_\_, for the purpose of handling this complaint.

Athens, \_\_\_\_\_

Complainant's Signature: \_\_\_\_\_

Note: If any of the information provided above is inaccurate, your submission cannot be accepted.