



University of Piraeus

SCHOOL OF ECONOMICS, BUSINESS AND INTERNATIONAL STUDIES

DEPARTMENT OF INTERNATIONAL AND EUROPEAN STUDIES

GRADUATE STUDY PROGRAMS

Regulation for the Management of Student
Requests/Complaints
in the MSc "American Studies: Politics, Strategy and
Economics"

2023-2024



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REGULATION FOR THE MANAGEMENT OF STUDENT REQUESTS/COMPLAINTS **[Meeting 5th/21-12-2022 of the General Assembly]**

Article 1 - Introduction

The adoption of the present regulation for the management of requests and/or complaints of students of the "American Studies: Politics, Strategy and Economics" program aims to improve the quality of the operation of the postgraduate programs, with a particular focus on the respect of all those involved in the educational process, but with a specific emphasis on the recipients of the program, to whom it must be accountable. Accordingly, in accordance with the principles of transparency and accountability, and with a view to reinforcing the student-centered educational process, the present Regulation has been drafted, setting out in comprehensive detail the procedure for handling requests and complaints, as well as the parties involved.

In this regard, the procedure for submitting and managing complaints from postgraduate students enrolled in the Master of Science in American Studies of the Department of International and European Studies is being put into operation with the objective of ensuring the satisfaction of its students and preserving the prestige of the Department.

Article 2 - Scope

The application of this Regulation concerns all complaints and objections related to the quality of educational and administrative services provided by the MSc "American Studies: Politics, Strategy and Economics".

Article 3 - Responsible for implementation

The Committee for the Management of Requests-Complaints has been constituted with a view to ensuring the proper implementation of the student requests/complaints management process. The request/complaint submission forms and the related resolution decisions and/or any accompanying element are stored in a special and secure area to maintain confidentiality, within the Department's Secretariat, and are used to improve the services provided.

Article 4 - Procedure for resolving student requests/complaints

Before submitting any request/complaint, students must carefully study the Study Guide and the Regulations of the Master's Program "American Studies: Politics, Strategy and Economics" that

they are attending, so that they clearly know their rights and obligations.

A. Informal resolution

In the event of a problem, students are encouraged to attempt to resolve any requests or complaints that may arise during their studies immediately and directly with the members of staff involved in the matter. This informal procedure allows for the resolution of any issue affecting students in the "American Studies: Politics, Strategy and Economics" program in the shortest possible time.

In this context, a student may raise the request/complaint directly to the staff of the MSc "American Studies: Politics, Strategy and Economics" (DEP/EDIP/EETEP, External Partner, Secretariat) either verbally or via email and through discussion.

In the event that, during this informal investigation to resolve the request/complaint, no solution is reached or the student is not satisfied with the result, he/she can follow the official resolution process described in the next step.

B. Formal Resolution

For the official registration of requests/complaints, the student fills in the "Request/Complaint Submission Form" (see Appendix I), in which he/she records briefly, clearly and objectively, the request/complaint he/she has. The form is available both on the MSc "American Studies: Politics, Strategy and Economics" website and at the Secretariat.

After completing and signing the above form, the student either submits it manually to the secretariat of the Department of International and European Studies or sends it electronically to the address des-secr@unipi.gr.

In any case, the request is received by the Student Requests/Complaints Management Committee, which in principle contacts the person concerned for verification.

It will then take the necessary measures to investigate the problem, informing the competent body of article 5 of this regulation, if necessary, while respecting the privacy and personal data of the student. In the case of a complex problem, the student may be invited to a hearing to investigate the matter, ensuring in any case that he/she is not exposed until all the necessary information or clarification has been gathered.

Within a reasonable time, depending on the nature of the request/complaint, the student is informed of the actions that have been taken as well as of possible decisions of the Committee.

Article 5 – Competent bodies

The Student Complaints Management Committee may, depending on the nature or seriousness of the request/complaint submitted, refer the said request/complaint directly to one of the following bodies for competent handling, informing the interested party accordingly:

- To the Director of the MSc "American Studies: Politics, Strategy and Economics",
The Director of the MSc "American Studies: Politics, Strategy and Economics" is responsible for

monitoring and implementing the decisions of the bodies and the Internal Regulation of postgraduate studies of the M.S.

- To the Coordinating Committee of the MSc

The Coordinating Committee is responsible for monitoring and coordinating the operation of the program.

- To the Department Assembly

The Assembly of the Department which is responsible for the general organization, administration and management of the M.Sc. "American Studies: Politics, Strategy and Economics"

- To the Student Advocate

The Student Advocate investigates cases, ex officio or on the basis of a detailed report from the student, and mediates with the competent bodies of the University for their resolution. He/She may request from the University services any information, documents or other evidence relevant to the case, examine persons, conduct an autopsy and order an expert opinion.

If, in a specific case, he or she finds that the law has not been observed in the context of academic freedom, that there has been maladministration or that the proper functioning of the institution has been disturbed, he or she shall draw up a conclusion which he or she shall communicate to the member of the academic community concerned or to the competent administrative service, as well as to the student who submitted the report, and shall mediate in all possible ways to resolve the problem.

The Student Advocate may disregard a report which he/she considers to be clearly vague or unsubstantiated, but if he/she considers that there is evidence of a disciplinary offence, he/she shall refer the case to the competent disciplinary body in accordance with the Internal Regulations of the Institution in force and the legislation in force. The Student Advocate has no authority in matters relating to examinations and student grades.

- To the Committee for Gender Equality

The Committee for Gender Equality has the following tasks: a) to prepare action plans to promote and ensure substantive equality in the educational, research and administrative processes of the University and to prepare an annual report to be submitted to the Senate, b) to recommend to the competent bodies measures to promote equality and to combat sexism, c) to provide information and training to members of the academic community on issues related to gender and equality, d) to provide mediation services in cases of complaints of discriminatory treatment or harassment, e) to promote the preparation of the M.Sc. "American Studies: Politics, Strategy and Economics" and organizing seminars and lectures on gender studies, f) promoting the preparation of studies and research on issues related to its field of competence, g) providing assistance to victims of discrimination, when they report discrimination.

- To the Legal Advisor of the University of Piraeus

The Legal Adviser is responsible for the general and specific supervision of the functioning of the Legal Service of the University of Piraeus and the handling of all its cases, and, with the assistance of the Lawyer, acts in an advisory capacity and appears before any court or authority when deemed necessary or by special order of the Rector.

During the above procedure, and at any stage of it, the student himself/herself may directly address the above institutions.

Article 6 – Request review procedure

If the decision to be issued during the above procedure for the submitted request/complaint does not satisfy him/her, the student may submit a new request for a review of the request/complaint.

The request for reconsideration, together with the original decision and all supporting documentation, will be forwarded to the Postgraduate Program Coordinating Committee, which, after considering it, may invite the interested party to a hearing to resolve the request/complaint. Taking into account all the above information, the Coordination Committee of the MSc Program "American Studies: Politics, Strategy and Economics" will make a decision on the resolution of the problem.

If the student still disagrees with the decision, he/she may request that the matter be considered by the Departmental Assembly, which, after a thorough examination of all the available data and the previous procedure, will decide on the resolution of the matter. The decision of the Departmental Assembly shall be final and conclusive and shall be duly notified to the person concerned. The Assembly may request the assistance of the Foundation's legal advisor in order to make this decision.

Article 7 - Procedure implementation schedule

The time it may take to resolve a request/complaint will vary depending on the nature of the complaint and the sufficiency of the information available to properly investigate it. The MSc "American Studies: Politics, Strategy and Economics" encourages and makes every effort to resolve complaints as directly and informally as possible. In this way, complaints are dealt with more quickly and the proper functioning of the MSc is maintained.

Within a reasonable time, the student will be informed in a competent manner of the measures taken and the general handling of the case since the submission of the complaint, as well as of any decisions taken by the competent body under Article 5 of these Regulations.

Article 8 - Withdrawal of request/complaint

The student who has submitted an official request/complaint reserves the right to withdraw at any stage of the above procedure by requesting the Complaints Management Committee.

I understand that after submitting this request/complaint in writing I will follow the IAS student request/complaint management process and I am available/not available to participate in the mediation process to resolve of.

YES

NO

Date of submission of request: ___/___/202___

Sign:
