



POSTGRADUATE PROGRAM
DEPARTMENT OF ARCHITECTURE
REUSE OF BUILDINGS AND COMPLEXES

UNIVERSITY OF THESSALY
DEPARTMENT OF ARCHITECTURE
PSP REUSE OF BUILDINGS AND COMPLEXES

COMPLAINTS & OBSERVATIONS SUBMISSION FORM

PSP REUSE OF BUILDINGS AND COMPLEXES



Contents

1. Purpose.....	3
1. Complaint and Appeal Management Policy and Procedure.....	3
2. Other Procedures	5



POSTGRADUATE PROGRAM
DEPARTMENT OF ARCHITECTURE
REUSE OF BUILDINGS AND COMPLEXES

1. Purpose

The Postgraduate Program (PMS) "*Building and Ensemble Reuse*" has drafted the "*Student Complaint and Appeal Management Mechanism Regulations*", which came into effect in the academic year 2022-2023. The regulations are subject to modifications by the decision of the Department Assembly. The aim of the PMS is to continuously improve the quality of educational and administrative services provided, with a student-centered approach, guided by the principles of transparency, integrity, and accountability.

The purpose of the Regulations is to manage complaints/appeals submitted by postgraduate students of the "*Building and Ensemble Reuse*" program to resolve issues related to the quality of the educational and administrative services provided. The goal is to ensure immediate and fair handling of complaints effectively and confidentially, in accordance with the Internal Operating Regulations of the University of Thessaly.

The complaint management policy applies to active postgraduate students and aims to resolve disagreements or problems such as:

- Disagreement on matters of study and attendance
- Inappropriate behavior by academic or administrative staff
- Inadequate student information from academic or administrative staff

2. Complaint and Appeal Management Policy and Procedure

The effective management of complaints or appeals enhances the validity and reliability of the provided educational, administrative, or other services for the benefit of students and staff (teaching and administrative). Therefore, the PMS implements specific steps for managing student complaints and appeals. Throughout all resolution stages, strict protection of personal data of all involved parties is maintained, as prescribed by the applicable legislation. The procedure for managing complaints is as follows:

Stage 1. Internal/Informal Procedure

The student discusses the issue with a faculty member (DEP/EDIP), the academic advisor, or a member of the administrative staff, depending on the nature of the complaint, to achieve an immediate resolution. Through a dialogue, the proposed solution may be accepted or rejected. At this stage, the issue can be resolved between the two parties without third-party involvement, or with mediation assistance. If the solution is deemed optimal, the matter is resolved, and no further actions are needed.

Stage 2. Internal/Formal Procedure

If the issue or complaint cannot be resolved through the informal process, the student may submit a written complaint or appeal, depending on its severity. This formal process is described as follows:

1. The student submits their request in writing within 30 days from the date the issue arose. The *Complaint & Appeal Submission Form* (see Appendix) is available on the Department's website or through the Secretariat. The form must be completed and submitted to the Secretariat, where it receives a registration number. If an informal resolution process has already occurred, the relevant steps taken must be noted, including any mediation efforts.
2. The Department Secretariat forwards the student's complaint or appeal, along with any supporting material, to the Department Chair.
3. The Department Chair examines the issue and takes appropriate actions to resolve the complaint/appeal, informing or referring the matter to the Department Assembly if necessary. Depending on the case, the Chair may invite the student to present their views before taking further action. If the Chair determines that the student requires protection, they must provide



POSTGRADUATE PROGRAM
DEPARTMENT OF ARCHITECTURE
REUSE OF BUILDINGS AND COMPLEXES

the necessary support.

4. For complex cases, the Department Assembly may seek assistance or refer the matter to relevant administrative bodies of the institution (e.g., Student Ombudsman, Gender Equality Committee, Social Welfare Intervention Support, Ethics Committee).

If the proposed solution is optimal, the issue is resolved, and the case is closed, or it is referred to competent bodies, as per the University of Thessaly's regulations. If the appeal is rejected, no further appeal on the same issue will be accepted. Decisions made by the Department Assembly are final and irrevocable.

Should the student remain dissatisfied with the resolution, they may submit a written request to the relevant institutional body for further investigation.

3. Information

Once the Department Assembly has managed the complaint or appeal, and within a reasonable time frame depending on the issue's severity, the student will be formally notified in writing of the final decision regarding their case.



POSTGRADUATE PROGRAM
DEPARTMENT OF ARCHITECTURE
REUSE OF BUILDINGS AND COMPLEXES

2. Other Procedures

i. Course Evaluation Questionnaires

Students have the opportunity to assess the educational process at the course level through course evaluation questionnaires, as required by the National Authority for Higher Education (ETHAAE). These questionnaires allow students to evaluate the performance of the Department and its teaching staff, as well as express dissatisfaction regarding any shortcomings in service delivery.

ii. Student Ombudsman

The institution's Student Ombudsman was established by Article 55 of Law 4009/2011 to mediate between students and academic or administrative staff to address issues of poor administration and ensure the institution's smooth operation. The Student Ombudsman does not have jurisdiction over issues related to exams or grading. The Ombudsman can investigate cases either independently or upon receiving a student's complaint and mediates with the relevant bodies for resolution. The Ombudsman has the authority to request information, documents, or evidence from the institution's services, interview individuals, conduct investigations, and order expert opinions. If the Ombudsman finds that legality is not being upheld, that there are issues of mismanagement, or that the institution's proper functioning is being disrupted, they prepare a report, which is shared with the relevant faculty member, administrative body, and the student who submitted the complaint. The Ombudsman mediates in any suitable way to resolve the issue. If the Ombudsman determines that a complaint is clearly vague, baseless, or unfounded, they may dismiss it. If there are indications of a disciplinary offense, the case is forwarded to the appropriate disciplinary body.

iii. Gender Equality and Anti-Discrimination Committee (E.I.F.K.D.)

Following a decision by the University Senate (Regular meeting No. 248/26-2-2021) and in accordance with the law establishing Gender Equality Committees in Higher Education Institutions, the first Gender Equality Committee (EIF) was founded at the University of Thessaly. According to Article 33 of Law 4589/2019, the Gender Equality Committee has the following responsibilities:

1. Action Plans for Gender Equality

The Committee develops action plans to promote and ensure substantial gender equality in the educational, research, and administrative processes of the institution and prepares an annual report, which is submitted to the University Senate.

2. Proposals for Equality Measures

The Committee makes recommendations to the relevant bodies regarding measures to promote equality and combat sexism.

3. Training and Awareness Programs

The Committee provides information and training to members of the academic community on issues related to gender and equality.

4. Mediation Services

The Committee offers mediation services in cases of complaints regarding discriminatory treatment or harassment.

5. Promotion of Gender Studies

The Committee supports the creation of Master's programs (ΠΜΣ) and the organization of seminars and lectures focusing on gender studies.



POSTGRADUATE PROGRAM
DEPARTMENT OF ARCHITECTURE
REUSE OF BUILDINGS AND COMPLEXES

6. Research and Studies on Gender Issues

The Committee promotes the development of studies and research related to its field of competence.

7. Support for Victims of Discrimination

The Committee provides assistance to victims of discrimination when they file complaints of discriminatory treatment.



POSTGRADUATE PROGRAM
DEPARTMENT OF ARCHITECTURE
REUSE OF BUILDINGS AND COMPLEXES

Students are encouraged to inform the PSP by sending an email to the provided contact information. The subject line should read 'COMPLAINTS & OBSERVATIONS SUBMISSION FORM,' and students are requested to include the following personal details:

SURNAME:

NAME:

FATHER'S NAME:

DATE OF BIRTH:

SEMESTER OF STUDY:

STUDENT ID NUMVER:

MOBILE PHONE:

E-MAIL ADRESS: