



Agricultural University of Athens

Department of Natural Resources Development and Agricultural Engineering

MSc: Digital Technologies and Smart Infrastructures in Agriculture

Appendix M3.2 Rules of Procedure of the Mechanism for the Management of Student Complaints and Objections

APPROVED: 20/12/2023

1. Definitions

Complaint

"Complaint" is defined as any written expression of dissatisfaction or protest related to the disillusionment of postgraduate students' expectations regarding the quality of the services provided by the Postgraduate Program of the Department of Natural Resources and Agricultural Engineering (CSR and GM).

Objection

An objection is defined as any written expression of objections or reservations of postgraduate students of the MSc of the Department of CSR and GM regarding the incomplete or generally problematic resolution of an issue / problem that concerns them.

Denunciation

A complaint is defined as any written statement of the postgraduate students of the MSc of the Department of CSR and GM which refers to issues of maladministration, intimidation, any form of harassment, lack of respect for diversity and generally disciplinary offenses. If the complaint is found to be well founded, it may result in penalties for the complainant.

2. Purpose

The present Regulation for the Management of Complaints, Objections and Complaints (KDPEK) aims to upgrade the operation of the Postgraduate Program of the Department of CSR and GM and to address the complaints that postgraduate students may have during their studies, provided that these can be resolved within the Academic Department or the Faculty.

It is noted that serious problems that escape the term "complaint" concern the competence of the Student Ombudsman, as described by the relevant regulation (Government Gazette 2513 / τB ' / 14.06.2021) of the General Secretariat of Athens.

3. Scope

Postgraduate students must study the Internal Regulation (EK) and the Regulation of Studies (CP) of the Postgraduate Program of the Department in order to be able to know their rights and obligations. KDEPEK serves to solve problems regarding:

4. Disagreements on study issues.
5. Incomplete information of trainees by members of academic or administrative staff.
6. Inappropriate behavior by members of academic or administrative staff.
7. The demonstration of appropriate work behavior.

8. Deficiencies in the necessary logistical infrastructure for the proper implementation of the MSc.
9. Unjustified deviations of procedures from the EP and the CP of the MSc of the Department.
10. The protection of intellectual property and copyright.
11. Equality and combating harassment and sexual harassment.

The submission of a complaint, objection or complaint should not constitute an uncritical, reflexive and reactive action to any unsatisfied request or expectation of postgraduate students.

12. How to submit a complaint and conditions

In order to submit a complaint, objection or complaint, the postgraduate student must fill in the "*Form for the Submission of Complaints, Objections and Complaints*" and submit it to the Secretariat of the Postgraduate Program of the Department of CSR and GM, either printed and signed or electronically signed.

In order for complaints to be admissible, they must:

1. Be branded
2. Be described in a clear and concise manner,
3. Do not contain abusive, slanderous or false content and
4. Be submitted within thirty (30) days from the date the reported event occurred

Also, it is possible to maintain the anonymity of the postgraduate student, if explicitly indicated in the "Complaints, Objections and Complaints Submission Form" (at the end of the description of the problem or complaint) and only if the investigation of the report and the resolution of the reported issue is possible without announcing the applicant's personal details.

It is noted that the University archives and manages information concerning students' personal data, such as contact details, record of grades and other personal data, in accordance with the applicable legislation on Personal Data Protection "European Regulation 2016/679 (General Data Protection Regulation, GDPR)".

The face-to-face resolution of certain problems, in the context of well-intentioned communication and reduction of administrative costs, is generally a good practice and is recommended before submitting any complaint. When the issue concerns teaching or evaluation issues, the postgraduate student initially reports and discusses the problem with the academic coordinator of the course. In cases where the aforementioned issue of studies is not resolved directly by the academic coordinator of the course or for any other issue, the postgraduate student requests a hearing from the Director of the MSc to report

the problem and jointly consider the possibility of its immediate solution. If no immediate resolution is reached, then the postgraduate student submits his/her complaint in writing or electronically to the Secretariat of the MSc.

After the submission of the complaint, an administrative examination/investigation of the problem is carried out by the competent bodies, which is resolved or referred to further control hierarchically.

13. Competent Bodies

President Department and Department Assembly.

The President of the Department supervises issues related to the behavior and communication of academic staff (faculty members/EDIP/EPEP/EEP) and administrative staff (department secretariats, etc.) as well as issues related to examinations and grades. If the problem is not resolved by the President, the Assembly of the Department or the competent statutory body may deal with it.

Dean and Vice-Rector for Academic Affairs

In case the complaint concerns the Head of the Department, the resolution of the complaint is undertaken by the Dean of the School or the Vice-Rector for Academic Affairs.

Student Ombudsman

Serious issues relating to the non-observance of legality in the context of academic freedom, maladministration and the safeguarding of the proper functioning of the Institution are referred to the Student Ombudsman for further investigation and resolution.

14. Complaints Handling Procedure

Complaint management includes the following steps:

1. The postgraduate student completes, signs and submits in print or electronically the "*Form for the Submission of Complaints, Objections and Complaints*".
2. The recipient of the form (Department Secretariat), after registering it, is obliged to inform the sender of the file number of the complaint.
3. The completed "*Complaints, Objections and Complaints Submission Form*", once registered, is immediately forwarded to the competent body for investigation and resolution.
4. The author of the complaint is informed, within a reasonable time, of the actions taken, of the handling in general, as well as of any decisions taken in relation to the matter.



AGRICULTURAL UNIVERSITY OF ATHENS
ΓΕΩΠΟΝΙΚΟ ΠΑΝΕΠΙΣΤΗΜΙΟ ΑΘΗΝΩΝ

The AUA **CSR and GM Department**, in the context of its effort for continuous improvement of the services offered, provides the opportunity to express complaints, objections and complaints related to the quality of its educational and administrative services.

To: The Secretariat of the MSc of the CSR Department

STUDENT COMPLAINTS, OBJECTIONS AND COMPLAINTS FORM

Applicant's details:

Επώνυμο:	Όνομα:		
Έτος Σπουδών:	Αριθμός Μητρώου:		
Ακαδημαϊκό Τμήμα Φοίτησης:			
Κατηγορία Φοίτησης:	Προπτυχιακός Φοιτητής: <input type="checkbox"/>	Μεταπτυχιακός Φοιτητής: <input type="checkbox"/>	Υποψήφιος Διδάκτορας: <input type="checkbox"/>
Τηλέφωνο επικοινωνίας:	Email:		

Formulate briefly and clearly the problem you faced, your complaint, objection or complaint, regarding the services offered by the Postgraduate Program of the Department of CSR and GM

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I declare that I have been informed about the European Regulation 2016/679 (General Data Protection Regulation, GDPR) and I accept the processing of my personal data solely for the purpose of managing my present complaint.

ANY INACCURACY IN THE COMPLETION OF THE DATA OR ANY OFFENSIVE OR ABUSIVE CONTENT, MAKE THE STATEMENT UNACCEPTABLE

Date:/...../20.....

The applicant

Signature