HELLENIC REPUBLIC
National and Kapodistrian University of Athens
EST. 1837

School of Economics and Political Sciences
Department of Turkish Studies and Modern Asian Studies

National Technical University of Athens

School of Rural, Surveying and Geoinformatics Engineering

Inter-Institutional
Program of PostGraduate Studies

"Theoretical and Applied Geopolitical Analysis in International Relations and Strategy"

Regulations for dealing with students' complaints and objections

Athens, 2024

STUDENT COMPLAINTS AND OBJECTIONS
POLICY REGULATION

1. Introduction

The adoption of a policy that will regulate Complaints and Objections by students of the Inter-institutional Program of Graduate Studies (IPGS) "Theoretical and Applied Geopolitical Analysis in International Relations and Strategy" aims at securing the best possible operation of the Postgraduate Program in a way that exemplifies full respect towards all registered students.

Given the Program's commitment to a student-centered academic experience, the prompt response to any complains or objections made by students is placed within a clear normative context, so as to ensure the fair treatment of all students and the improvement of the Program's operation, as well as secure the Program's reputation.

The following concerns all students enrolled in the Program, and it does not pertain to the purely academic aspects of the work of Faculty members.

2. Aim

The policy regulation regarding complaints and objections is addressed to all registered students of the IGPS "**Theoretical and Applied Geopolitical Analysis in International Relations and Strategy**" and aims at the resolution of a dispute or a problem, including:

α) disputes over issues of course of studies and attendance,
β) inappropriate conduct by a member of academic or administrative staff,
γ) inadequate guidance of students by a member of academic or administrativestaff.

3. Field of Application

Students are expected to have studied the Study Guide and the general regulations governing the operation of the Postgraduate Program, so as to be aware of their rights and obligations. They are also required to communicate with their Academic Advisor for advice and support on issues related to their course of study. Students are able to make a complaint orally or in writing when an action by a member of staff, or by an academic committee, does not abide by:

- the regulations of the Program
- the code of deontology that applies to academic teaching and research
- the rational employment of venues and related infrastructure

- the protection of copyright
- appropriate conduct in a work place
- equality and the measures taken against discrimination (racial, religious, gender,disability related), bullying and sexual harassment.

4. Process applied

It is important to highlight that not any expression of dissatisfaction on behalf of a student may automatically initiate a formal process of addressing a complaint. Several of the problems that might be encountered by a student could be resolved through an open and well-intended dialogue with the appropriate members of the academic or administrative staff.

The student ought first of all to present and explicate the problem to the appropriate member of the academic or administrative staff, with a view to attempting to find an appropriate solution that would be acceptable to all parties involved. In that process, the Academic Advisor may be involved so as to facilitate the securing of an effective solution to the problem, based on informed consent.

If the problem persists, and the student challenges the suggested solution, within 30 days of the problem's arising, the student may proceed with a formal complaint, as described in the following section.

5. Formal Examination of Students' Complaints

In case the problem fails to be resolved through the consensual process articulated in section 4,the student has the right to submit a complaint to the Secretary in writing, addressed to the Director of the Program, by filling in the appropriate form (see Appendix).

The Program Director takes all the necessary steps so as to ensure a fair and prompt examination of the complaint, and may:

- Call a meeting of the board members of the Program so as to discuss the complaint. In case the complaint concerns a member of academic or administrative staff, that member has the right to be present at the meeting.
- Ask the advice of experts, depending on the nature of the complaint.
- Seek the support and consultation of the relevant officers of the Department of History and Philosophy of Science or of the National and Kapodistrian University of Athens.

Within a reasonable period, of no longer than two months, the student should receive a formal update in writing by the Program Director regarding the steps taken towards addressing the problem.

If the solution offered by the Program Director is considered by the student unsatisfactory, the

student may appeal to the General Board of the Department of Turkish Studies and Modern Asian Studies, filling in the same application form and providing all details relevant to the problem and the deliberations that have taken place towards its resolution.

The Board ought to examine the appeal and reach a decision about the whole issue; the Board's decision counts as final.

Appendix

COMPLAINT FORM

Date:_____ Protocol No.:_____

Student details

Full Name: _____

_____

Father's Name: _____

ID/Passport No.: _____

Student's Registration No: _____

Semester of Studies: _____

Address: _____

Phone No.:_____

email: _____

Declaration of Consent

I hereby declare that I consent to the use of my personal data for the purposes of the formal process pertaining to the examination of my complaint. Any documents related to the case are attached to the present form.

_____

(Signature)

To: The Secretary of the Inter-institutional Program of Graduate Studies "*Theoretical and Applied Geopolitical Analysis in International Relations and Strategy*"

Subject-Matter of the Complaint [1] :

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[1] Please describe briefly and clearly the problem you have encountered or the complaint you wish to make regarding the academic or administrative services provided in the Postgraduate Program.