



HELLENIC REPUBLIC
**National and Kapodistrian
University of Athens**
SCHOOL OF SCIENCES
DEPARTMENT OF DIGITAL INDUSTRY TECHNOLOGIES
MSc "Robotics and Industrial Control"



A13. Regulation on the Operation of the Student Complaints and Objections Mechanism

Department of Digital Industry Technologies

MSc in "Robotics and Industrial Control"



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Department of Digital Industry Technologies
Faculty of Sciences
NATIONAL AND KAPODISTRIAN UNIVERSITY OF ATHENS

**Procedural Guidelines for a Complaint Management Mechanism
and Student Objections**

Article 1

Establishment and Functions of the Committee for Complaint Management

In accordance with the provisions of Article 23, paragraph 11, case h of Law 4485/2017, titled "Organization and Operation of Higher Education, Regulations for Research, and Other Provisions" (Government Gazette: 114/A /4-8-2017), and with the objective of enhancing a student-centered educational environment and systematically improving the quality of educational and administrative services, the Coordinating Committee of the MSc "Robotics and Industrial Control" of the Department of Digital Industry Technologies establishes a Committee for the Management of Student Complaints and Objections.

The Committee comprises a) the Director of the Postgraduate Program automatically assuming the role of the Committee's President and b) two faculty members actively engaged in teaching within the Postgraduate Program, appointed by the Coordinating Committee,

The term of office for the Committee members is two years, subject to renewal.

The Committee is responsible for receiving complaints and objections from postgraduate students enrolled in the MSc program, which concern the educational and administrative services provided in the context of the MSc program. Matters concerning to purely academic activities of the instructors do not fall under the jurisdiction of the Committee.

Committee members are committed to following the personal data protection policy of the National and Kapodistrian University of Athens, accessible at:

https://www.uoa.gr/to_panepistimio/prostasia_prosopikon_dedomenon/

The Committee ensures that the complaint handling data are available for review by the bodies that evaluate the operation of the MSc, while protecting the personal data of complainants and ensuring their confidentiality.

Article 2

Student Complaints and Appeals Procedure

The procedure concerning the management of student complaints and appeals is outlined as follows:

Step 1: Articulating a Complaint or Objection

Postgraduate students intending to file a complaint or objection are required to complete the Complaint Submission Form available on the MSc website (<https://ric.dind.uoa.gr/>) and forward it to the Committee for the Management of Student Complaints and Objections via an e-mail account that will be available to the MSc website.

Postgraduate students, who may have concerns about submitting their complaint electronically, have the opportunity to request a hearing by a member of the Committee, by sending a relevant request to the above e-mail.

Step 2: Reviewing a Complaint or Objection and Rendering a Decision

The Committee convenes at regular intervals to deliberate on matters electronically submitted or raised during a hearing with a committee member.

Complaint Submission Forms lacking essential information in all required fields will not undergo examination. The Committee will disregard and not respond to abusive messages or those containing insufficient or false contact details.

If deemed necessary, the Committee may refer an issue for discussion to the Coordinating Committee of the MSc, to the Council of the Department of Digital Industry Technologies, or alternatively refer to the Ethics Committee of the National and Kapodistrian University of Athens.

It is at the discretion of the Committee to convene a hearing for the complainants either in private or by confrontation.

The decision of the Committee is conclusive and irreversible, with no provision for appealing against its decisions.

Step 3: Notifying the Complainant Regarding Issue Resolution and Decision-Making

A designated representative of the Committee will provide a written or oral response to the complainant within a reasonable timeframe, with a suggested response period of 20 working days. The specific response duration may vary based on the nature of each complaint or objection. The response will encompass details regarding the steps taken to address the issue and any decisions that have been reached.