



UNIVERSITY OF
THESSALY
MSc APPLIED ECONOMICS

REGULATION FOR HANDLING STUDENT COMPLAINTS AND OBJECTIONS

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Aiming to enhance the student-centered educational process, the Master's Program in Applied Economics provides students with the opportunity to submit any potential complaints or objections. Throughout their studies, students are encouraged to address to the administrative bodies of the Department when they find that the quality of services provided, whether educational, administrative, or of any other kind, is not satisfactory in their opinion. The following process describes the management and resolution of a wide range of complaints and objections:

VERBAL EXPRESSION OF A COMPLAINT

Any complaint or issue is initially reported by the student to the Professor/Instructor of the course or the Faculty Advisor, who provides advice and guidance within an informal resolution process. If the complaint or objection is resolved, the student is informed. If the issue cannot be resolved by the Faculty Advisor, it is reported to the Department Assembly.

WRITTEN EXPRESSION OF A COMPLAINT

The written expression of a complaint is carried out by submitting an official request (Complaint Submission Form) to the Secretary's Office, which promptly informs the Director of the Master's Program. Once the complaint or objection is resolved, the student is informed. If the complaint cannot be resolved, it is referred to the Department Assembly.

INVESTIGATION OF THE REQUEST BY THE DEPARTMENT ASSEMBLY

After being informed by the Director of the Master's Program, the Department Assembly undertakes the investigation of the request. If the issue is resolved, the student is informed.

REFERRAL TO THE UNIVERSITY LEGAL SERVICES

If it is found that the complaint or objection requires immediate legal action, the Department Assembly contacts the university's legal services. The legal services then inform the student.

COMPLAINTS MANAGEMENT PROCEDURE

More specifically, the steps of the complaints management procedure are as follows:

Step 1: Informal Resolution

Development of any concerns/issues with the Responsible Professor/Instructor of the course or the Faculty Advisor. A proposed solution will be suggested, which the interested party can either accept or reject.

Step 2: Official Request to the Secretary's Office and Notification of the Director

If the proposed solution is rejected by the student, the student has the right to submit an official request (Complaint and Observation Submission Form) to the Secretary's Office, which will promptly inform the Director of the Master's Program.

Step 3: Investigation of the Issue with Possible Student Hearing

Subsequently, the Director of the Master's Program takes charge of the request and conducts an initial investigation with the possibility of hearing the student.

Step 4: Report on Observations and Written Notification to the Student

Based on the investigation, the Director prepares a report on the observations and notifies the student in writing via email of the outcome/finding of the request within a reasonable timeframe (approximately one week).

Step 5: Request for Review of Complaint/Objection

In case the outcome of the previous step is unsatisfactory, the student may submit a new request for review. If necessary, a student hearing takes place.

Step 6: Eligible for Reassessment

If the case remains unresolved, it may be referred to the Student Affairs Committee, which further investigates the matter. If the nature of the complaint or allegation is complex, the Student Affairs Committee may refer the case to the University's Ethics Committee or the University's Legal Service (depending on the severity of the complaint/allegation).

Step 7: Resolution/Conclusion of the Matter

Resolution can be achieved at any stage of the complaints/objections management process.