



3.2 Regulation for students' complaints and appeals

(As decided in the Department's Assembly no 884/26.02.2024)

Article 1 – General

The School of Medicine Undergraduate Studies Programme draws up the "Regulations for students' complaints and appeals", which comes into force from the academic year 2024-2025.

The Regulation shall be amended by decision of the Department Assembly.

Article 2 – Purpose

The purpose of the Regulation is to manage the complaints of the undergraduate students of the School of Medicine Undergraduate Program, in order to resolve issues related to the quality of the educational and administrative services provided by the Program and the Academic Unit.

The complaints management policy is addressed to active undergraduate students and is intended to resolve a disagreement or problem, such as:

- i. a disagreement on matters of study and attendance
- ii. inappropriate behaviour by a member of academic or administrative staff
- iii. inadequate information provided to students by a member of academic or administrative staff

Article 3 – Procedure

Undergraduate students should consult the study guide and the rules of the programme in general, in order to be aware of both their rights and obligations. They should also contact their Academic Advisor for guidance and support on issues of concern related to their studies and attendance.

In particular, Undergraduate students may address their Academic Advisor for issues relating to their study procedures, inappropriate behaviour and inadequate guidance from teaching or administrative staff, as well as issues relating to their assessment.

In the event that the problem is not successfully resolved through the above procedure, students may download the complaints and objections form from the Programme website med.upatras.gr and submit it to the Programme Secretariat in paper or electronic form. In this form, they are requested to record, with maximum clarity, honesty and objectivity, the problem they are facing. The Secretariat shall then forward it to the Department Assembly of the School of Medicine Undergraduate Programme.

In case the Department Assembly cannot solve the problem, it shall forward it to the Chair of the Academic Unit.

Article 4 – Privacy

In all cases, the anonymity of the student submitting the request for resolution shall be preserved. The student shall be informed of the outcome of the management of his/her request and, if the proposed solution does not satisfy him/her, he/she may resubmit a request for a review of the matter.



The Department Assembly decides whether to accept the new request for review. The decision taken is final.

Article 5 – Student Advocate

In addition to the internal complaint management procedure described above, reference should be made to the institution of the "Student Advocate" which has been activated according to the law from 2021 at the University of Patras. The "Student Advocate" office aims to mediate between students on the one hand and institutions, faculty, services or University staff on the other, when there is an intractable disagreement, a differentiated approach that leads to divergent assessments of the actions to be taken or a complaint. The Office of the Student Advocate, "does not have jurisdiction over examination and grading matters" as the Act specifically states. Beyond these matters, however, it will always be a bridge of communication for:

- Facilitating students with the administrative bodies and services of the university,
- examining and seeking solutions to students' requests for issues with academic or administrative services,
- examining reports or complaints from students regarding the observance of provisions and rules of ethics and university legislation,
- informing students of the rights and obligations arising from the legal framework and the manners that result from membership of the University community.

The form for submitting complaints and objections is available in Annex B



Annex B. Complaint Form

COMPLAINT FORM

To:

Programme Secretariat
of School of Medicine Undergraduate Studies

Surname: Name:.....

Father's name: Matriculation Number:

Phone number: e-mail:

Please state briefly and clearly the problem you have encountered or your complaint about the services offered (educational, administrative, etc.).

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Patras,

The Applicant
(full name & signature)