



ΠΑΝΕΠΙΣΤΗΜΙΟ  
ΙΩΑΝΝΙΝΩΝ



Τμήμα Εικαστικών Τεχνών  
& Επιστημών της Τέχνης  
ΣΧΟΛΗ ΚΑΛΩΝ ΤΕΧΝΩΝ



UNIVERSITY OF  
**PATRAS**  
ΠΑΝΕΠΙΣΤΗΜΙΟ ΠΑΤΡΩΝ

# **STANDARD REGULATION FOR THE STUDENT COMPLAINTS & APPEALS MECHANISM**

of the **Inter-Institutional Postgraduate Program**  
**“History of Modern and Contemporary Art”**

**According to the**  
Senate Decision of the University of Ioannina 1139/08-11-2022

**Following approval**  
by the General Assembly of the Department of Fine Arts and Sciences of Art (lead department)  
at the Extraordinary Meeting 167/16-07-2025

Ioannina, July 2025

## ARTICLE 1: Purpose

For the operation of its Internal Quality Assurance System (IQAS) and the improvement of its output, the Inter-Institutional Postgraduate Program (IIPP) “History of Modern and Contemporary Art” implements the Model Regulation for the **Management of Student Complaints and Appeals (CSAM)** of the University of Ioannina’s study programs, as approved by the University Senate (1139/08-11-2022) and posted on the website of the Department of Fine Arts and Sciences of Art (DFASA): <https://arts.uoi.gr/web/spoudes/kanonismos-diacheirisis-paraponon-kai-enstaseon-foititon-trion/>. The relevant template forms documenting the implementation of the complaints/appeals procedure are posted and available on the University’s main website under Education/Secretariats’ Forms.

The aim of the CSAM is to ensure—through a mechanism for managing student complaints and appeals—the improvement of the quality of educational and administrative services provided by the IIPP to all participating students. More specifically, the CSAM sets out procedures for the reliable, systematic, and continuously improving handling of difficulties encountered by a student during their studies. It also establishes regulatory standards that make the analysis and handling of complaints and appeals more reliable, user-friendly, and systematic, so as to enhance the student’s learning and teaching experience and the smooth operation of the IIPP. In addition, it creates a student-centred support framework that contributes to the redesign and continuous improvement of the studies and services provided.

## ARTICLE 2: Definitions

Under this regulation, a **complaint** is the expression of a student’s dissatisfaction (oral or written) concerning the quality of academic and administrative services provided by University departments. An **appeal** is any written expression of objection or doubt by a student regarding a pending or problematically resolved issue that concerns them.

Reasons for which students may submit complaints—either in writing or orally—include:

1. **Issues arising from actions or decisions of a member of the IIPP.** These may include (indicatively):
  - Failure to comply with study and attendance regulations.
  - Failure to follow prescribed procedures relating to teaching and research.
  - Examination and grading issues.

- Problems in student–instructor interaction.
  - Matters concerning the spirit of cooperation between students and academic staff, as well as equal treatment of all students.
  - Matters stemming from lack of punctuality/consistency (timetables, late notification of changes, emergency substitution of instructor, etc.) affecting the educational process.
  - Inappropriate behavior by academic staff or any type of harassment.
  - Issues in the learning process such as delayed feedback/marking of assignments or exams, resolution of queries, provision of clarifications, etc.
2. **Communication problems with the IIPP’s or University’s administrative services**, due, for example, to:
- Inappropriate behaviour by administrative staff.
  - Delayed or inadequate responses from administrative staff.
3. **Problems concerning buildings and technical infrastructure** of the IIPP or the University, such as (indicatively):
- Inadequate facilities (heating, ventilation, seating, lecture theatres, laboratories, etc.).
  - Deficiencies in equipment and accessibility that hinder students’ daily life and studies.
  - Difficulties caused by shortcomings in administrative support services to the Departments.
4. **Issues arising in relations among students**, such as (indicatively):
- Collaboration issues among students on academic matters.
  - Collaboration issues between students and their collective bodies.
5. **Other matters**, such as (indicatively) **infringement/appropriation of intellectual property rights**.

## **ARTICLE 3: Scope**

The complaints and appeals policy apply to all active students across all three cycles of study of the University’s Departments. Before submitting a complaint or appeal, students must consult the Guides and the general and special Study Regulations of their programs, as well as the University’s general Operating Regulations, so they are aware of their rights and obligations. In each academic department, the **Student Affairs Committee** is designated as the competent body to monitor and correctly implement the complaints and appeals procedure.

At all stages of the process, all parties must comply with and protect personal data in accordance with applicable legislation.

## **ARTICLE 4: Procedure for Submitting Complaints and Appeals**

The submission procedure aims to define the steps through which a student can communicate issues of concern and secure their resolution. The procedure unfolds in stages:

**Before** any written submission of a complaint or appeal, as a first step the student must—depending on the nature of the issue—contact a faculty member/EDIP staff member or their **Academic Advisor**, who, under University of Ioannina Senate Decision 1104/30-03-2021, discusses any matter hindering the student’s studies that falls within the Advisor’s remit. If the issue is not resolved informally or there is a conflict of roles/competences with the Academic Advisor, the following **formal/written** procedure applies:

**STEP 1:** The student records the issue on the **Student Complaint & Appeal Submission Form** and submits it to the IIPP Secretariat. If an informal resolution attempt has already taken place, the Form must also describe the listening/mediation process followed.

**STEP 2:** The IIPP Secretariat logs (assigns protocol number to) the submitted Form and forwards it to the **Student Affairs Committee** of the IIPP. The Committee examines the dimensions of the issue and takes necessary actions to resolve it, referring it, where needed, to any competent member/body of the IIPP or to an appropriate University service or structure. Depending on the nature of the issue, the Committee may invite the student to a one-to-one meeting to present their views before it proceeds.

The student must be duly and promptly informed of the date/time of the meeting and the participants who will attend. Within Step 2, if the Student Affairs Committee does not resolve the issue and the situation remains problematic or the proposed solution does not satisfy the student, the student may resubmit the matter to the **Program of Studies Committee (PSC)** of the IIPP, following the Step-1 process again and adding the actions already taken up to that point.

**STEP 3:** If the matter is referred to the PSC, any decisions taken to resolve it are **final and binding**. If the case is complex, the PSC may refer it to another University body or structure. If the issue is resolved without referral to the PSC, the case is closed. If all the above procedures have been followed and the student still disagrees with the decision, they may address the **Vice-Rector for Academic Affairs** of the University of Ioannina for further consideration.

## **ARTICLE 5: Right to Information**

The student must be informed **in writing** by the IIPP **within 20 days** from submission of their complaint about the actions taken and any decision made on their case. If the student does not receive a response within this time, they may contact the **Vice-Rector for Academic Affairs** for further handling.

To optimize the process, complaints and appeals submitted through the formal/written route shall be **electronically recorded and categorized**, so that outcomes are measurable, assessable, and comparable—both qualitatively and quantitatively. The Student Affairs Committee evaluates and classifies complaints and appeals. It is recommended that the Committee categorize them by source (teaching-academic environment, administrative services, departmental infrastructure, student cooperation issues) and assess process outcomes. At the end of each academic year, the Committee prepares a report including:

- The total number of complaints and appeals submitted by students to the Department.
- The total number of student complaints and appeals examined according to the Department's prescribed procedure.
- The total number of complaints and appeals resolved by the Department or the University after examination.

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## **STUDENT COMPLAINT & APPEAL SUBMISSION FORM**

**To the Department Secretariat:** \_\_\_\_\_

### **Student Identity Details**

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Student ID No.: \_\_\_\_\_ Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Year of Study: \_\_\_\_\_

### **The issue concerns:**

Academic–Teaching Environment

Department Administrative Services

Department Infrastructure

Cooperation between Students

**Other (describe):**

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**Summary of the complaint/issue**

(Please describe briefly and clearly the problem/complaint that concerns you.)

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**Description of the hearing and mediation process followed:**

(Please briefly describe the competent body you approached (e.g. Department Chair, instructor, Academic Advisor, etc.) regarding the problem/complaint that concerns you and what actions were taken to resolve it)

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By signing this application, I expressly, freely and unreservedly **consent** to the collection, processing and storage of my personal data solely for the purpose of completing the above procedure.

Ioannina, \_\_\_\_\_

Applicant: \_\_\_\_\_

(Full name – signature)

The collection and processing of personal data submitted is carried out in accordance with the provisions of Law 4624/19 and Regulation (EU) 2016/2019. The University of Ioannina collects and processes personal data exclusively in the context of the implementation of the purpose of this procedure. For the period that the personal data will remain at the disposal of the University of Ioannina, the subject has the opportunity to exercise his rights in accordance with the terms of the General Data Protection Regulation 2016/679 (EU) and those set out in articles 34 and 35 of Law 4624/2019. The Institution's Personal Data Officer is Ms. Stavroula Stathara (email: dpo@uoi.gr).