



ARISTOTLE UNIVERSITY OF THESSALONIKI
FACULTY OF HEALTH SCIENCES
SCHOOL OF MEDICINE



**POSTGRADUATE STUDY PROGRAMME
“ADVANCED CARDIOPULMONARY PRACTICE –
CARDIOVASCULAR PERFUSION SCIENCE”**

Regulation on the Operation
of the Mechanism for Managing
Student Complaints and Objections

Thessaloniki, June 2026

The Postgraduate Study Program (PSP) "Advanced Cardiopulmonary Practice – Cardiovascular Perfusion Science " has fully adopted the Operating Regulation for the Student Complaints and Objections Management Mechanism approved by the Assembly of the School of Medicine for its PSPs, during its session no. 13/31-1-2023, which fully complies with the corresponding Regulation of the Aristotle University of Thessaloniki (AUTH), which was approved by the Senate of the Aristotle University of Thessaloniki with decision no. 78656/23.06.2023 (Government Gazette 4084/B/23.06.2023).

Personal Data

The PSP archives and manages the information concerning the personal data of its students in accordance with the current legislation. It is noted that all the above procedures must follow and operate in accordance with the AUTH Personal Data Protection Regulation to fully ensure the protection of postgraduate students.

Subsequently, the two regulations and the standard complaint form are provided.

REGULATION ON THE OPERATION OF THE MECHANISM FOR MANAGING STUDENT COMPLAINTS AND OBJECTIONS OF THE SCHOOL OF MEDICINE

(Meeting of the School of Medicine Assembly, Session No. 13/31-1-2023)

In the context of enhancing the student-centred educational process, as well as the principles of transparency and accountability, the "Complaint Management Procedure" for Postgraduate Students of the AUTH School of Medicine has been adopted. This specific procedure concerns all complaints related to the quality of educational services provided by the School of Medicine's Postgraduate Study Programmes (PSP).

The Complaint Management Procedure is carried out as follows:

The "Complaint Submission Form" (attached at the end) is available in hard copy and electronic format for recording complaints and objections from PSP students and is completed by the student.

The Responsible Officer, after examining the complaint, undertakes all necessary actions and informs the relevant bodies of the specific PSP.

The Complaints Officer is a member of the teaching staff of the PSP and is appointed at the beginning of the academic year for a two-year term following a proposal by the Coordinating Committee and approval by the Assembly/Scientific Committee.

The Complaints Officer may propose solutions to academic, educational, or administrative issues arising between students and faculty or between students. For complaints concerning the Academic process, students can initially contact the designated Complaints Officer, and

then the Director of the PSP.

The student can first contact the Complaints Officer and discuss the issue that concerns them. If the problem cannot be resolved by the Complaints Officer, the Officer then refers the matter to the Coordinating Committee/Scientific Committee of the PSP/Interdepartmental PSP (ID-PSP).

The Complaints Officer manages confidentially and archives, following the resolution of the relevant student issue, information concerning students' personal data, such as contact details, grade transcripts, and other personal data, in accordance with the provisions of the General Data Protection Regulation (GDPR).

REGULATION ON THE OPERATION OF THE MECHANISM FOR MANAGING STUDENT COMPLAINTS AND OBJECTIONS OF THE ARISTOTLE UNIVERSITY OF THESSALONIKI (AUTH)

(Decision of the AUTH Senate No. 78656/23.06.2023 - Government Gazette 4084/B-23.06.2023)

According to the Decision of the Senate of the Aristotle University of Thessaloniki, reference number 78656/23.06.2023, concerning the "Approval of the Regulation for Postgraduate Study Programmes of the Aristotle University of Thessaloniki (AUTH)" (Government Gazette 4084/B-23.06.2023), the following apply:

Article 22 - Postgraduate Student Complaint Management Mechanism

Postgraduate students can express any complaint or objection related to their studies, and for this purpose, a separate complaint management mechanism is implemented in each Postgraduate Study Programme (PSP). The goal is the qualitative upgrade of the PSP's operation, with full respect for all those involved in the educational and research process, and even more so the recipients of this process, to whom the PSP must be accountable. This specific procedure concerns all complaints/objections related to the quality of educational, research, and administrative services provided by the School.

Complaint is defined as the expression of dissatisfaction (oral or written) by a student at the School, due to the disappointment of their expectations regarding the quality level of the services provided.

Objection is defined as any written and formal expression of doubt or disagreement by the student regarding a decision made by the competent body of the School concerning their submitted request.

The complaint management policy is addressed to active postgraduate students and aims at

resolving disagreements or problems, such as: Disagreements on study and attendance issues, Inappropriate behaviour by a member of the academic or administrative staff, Insufficient information provided to students by PSP members.

Postgraduate students hold both rights and obligations during their studies, as described in the PSP's operational regulation. Furthermore, they should contact their Academic Advisor for guidance and support on issues that concern them related to their studies and attendance. Students may submit an oral or written complaint when an action or decision of a School member or collective body is inconsistent with:

- Study and attendance regulations,
- The Code of Conduct and/or the prescribed procedures concerning academic teaching and research,
- The rational use of facilities and infrastructure,
- The protection of intellectual property and copyrights,
- Appropriate professional behaviour,
- Equal treatment and equality,
- Combating harassment and sexual harassment.

Postgraduate students can express any request or objection related to their studies, as follows:

- For academic content issues related to their studies, postgraduate students can contact the Academic Advisor of the Programme.
- For issues requiring mediation between postgraduate students and professors or administrative services of the Institution, the observance of legality within the framework of academic freedom, the handling of phenomena of maladministration, and the safeguarding of the Institution's smooth operation, students can contact the Student Advocate (Ombudsman) of the Institution. The Student Advocate ensures the observance of legality and academic ethics and order within the framework of academic freedom and addresses phenomena of maladministration with the aim of safeguarding the smooth operation of the Institution. The Advocate does not intervene in substantive matters of teaching or grading in examinations but only examines phenomena of arbitrariness or violation of ethical rules during the conduct of examinations (written or oral).
- For violations of rules of ethics and study quality, students can contact the Institutional Ethics Committee.
- For issues related to gender discrimination, students can contact the Gender Equality Committee.
- For issues pertaining to the protection of personal data, students can contact the Data Protection Officer (DPO).

The complaint/objection management mechanism may include the following stages:

Stage 1: Direct Resolution

HEARING: Examination of the postgraduate student's complaint by a faculty member (DEP/EDIP/ETEP) of the PSP. The postgraduate student reports the complaint to a faculty member (the responsible professor or the course instructor or the academic advisor) or to a member of the administrative staff (the Secretariat Head), depending on the nature of the complaint. The member of the School examines the complaint in collaboration with the student and proposes a solution. In cases where, after the completion of the direct resolution procedure, the student objects to the proposed solution or the situation remains problematic, they can submit their complaint in writing to their Academic Advisor within 30 days from the date the problem arose.

Stage 2: Formal Resolution

MEDIATION: Examination of the postgraduate student's complaint by their Academic Advisor. The Academic Advisor examines the complaint in collaboration with the postgraduate student and proposes a solution. In this direction, the Academic Advisor, at their discretion, also contacts other members of the School to request their assistance, as is their duty, in resolving the problem.

ADMINISTRATIVE REVIEW: Examination of the student's complaint by the Head of the School. In cases where, after the completion of the Academic Advisor's mediation procedure, the student objects to the resolution or the situation remains problematic, they can submit their complaint in writing to the Secretariat, addressed to the Head of the School, using the specific Complaint & Objection Submission Form which, among other things, mentions the hearing and mediation process followed. The Head of the School takes the necessary steps to examine/investigate the problem. Depending on the nature of the problem, they may invite the student for a hearing and request the assistance of any member or body of the School or the Institution or refer the complaint to the School Assembly. In cases where the Head refers the complaint to the School Assembly, the decision is final, and the student cannot submit an objection or use the third stage of this procedure. Within a reasonable time frame and depending on the nature and urgency of the issue, the student is officially informed of the outcome of the actions taken and the decisions made regarding the complaint.

Stage 3: Objection and Final Re-examination of the Problem/Complaint

OBJECTION: Examination of the objection by the School Assembly. In cases where, after the completion of the administrative review of the complaint, the postgraduate student objects to the resolution or the situation remains problematic, they can resubmit their complaint in writing to the School Assembly or the Programme of Studies Committee, via protocol, using the specific Complaint & Objection Submission Form which, among other things, mentions the hearing, mediation, and administrative review process followed.

In cases where the Head of the School has already sought the assistance of the School Assembly during the Administrative Review stage, the student cannot submit an objection or use this step of the procedure. The decision taken by the School Assembly is final.

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**POSTGRADUATE STUDY PROGRAMME
"Advanced Cardiopulmonary Practice – Cardiovascular Perfusion Science"**

COMPLAINT SUBMISSION FORM

TO THE COMPLAINTS OFFICER / ACADEMIC ADVISOR (A.S.) OF THE PSP "Advanced Cardiopulmonary Practice – Cardiovascular Perfusion Science "

FULL NAME:

FATHER'S NAME:

Phone/Mobile:.....

email.....

DESCRIBE YOUR COMPLAINT

I hereby declare that I consent to the management of my personal data by the Responsible Officer of the PSP " Advanced Cardiopulmonary Practice – Cardiovascular Perfusion Science " for the purpose of processing this complaint of mine.

Thessaloniki

THE REQUESTER

IN CASE YOUR DETAILS ARE INACCURATE, YOUR DECLARATION WILL NOT BE ACCEPTED.