

ΠΑΝΕΠΙΣΤΗΜΙΟ ΠΕΙΡΑΙΩΣ
ΣΧΟΛΗ ΝΑΥΤΙΛΙΑΣ ΚΑΙ ΒΙΟΜΗΧΑΝΙΑΣ

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UNIVERSITY OF PIRAEUS
SCHOOL OF MARITIME AND INDUSTRIAL STUDIES

DEPARTMENT OF INDUSTRIAL MANAGEMENT AND
TECHNOLOGY

MSc PROGRAM IN INDUSTRIAL
MANAGEMENT AND TECHNOLOGY

REGULATION OF THE COMPLAINTS
AND APPEALS PROCEDURE

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REGULATION OF THE COMPLAINTS AND APPEALS PROCEDURE

Article 1. Purpose

With a focus on transparency and accountability, the enhancement of student-centered educational processes, as well as the systematic improvement of the quality of provided educational and administrative services, the Department of Industrial Management and Technology (DIMIT) implements a Procedure for the Management of Student Complaints and Appeals.

Article 2. Scope of Application

Students can submit complaints and/or objections regarding issues related to the provided educational and administrative services, specifically issues related to: teaching, research, use of information and communication services, protection of personal data, work behavior, equality and anti-discrimination, combating harassment and sexual harassment, study support services (student welfare, library, technical services, etc).

Before expressing a complaint or objection, students must carefully study the Department's Study Guide, as well as the general rules of the Department and the University, in order to clearly understand their rights and obligations.

Article 3. Competent Body

The competent body for the implementation of the Student Complaints and Appeals Management Procedure is the Committee for Student Complaints and Appeals Management (CSCAM), consisting of three members of the Faculty, appointed annually by the Department Assembly, and the current President of the Department.

The Chairman of this committee is automatically appointed by the current Chair or Vice Chair of the Department.

Article 4. Definitions

A complaint is defined as the expression of dissatisfaction by a student of the Department, due to the disappointment of their expectations regarding the quality of the services provided.

An objection is defined as any written and official expression of doubt or opposition by a student of the Department regarding a decision made by a Departmental body concerning a submitted request.

Article 5. Confidentiality Policy

The CSCAM always ensures the confidentiality policy and the personal data of the student expressing a complaint or objection.

The data on complaints and objections, along with the results and actions taken, are recorded and stored in a dedicated and secure space to maintain confidentiality, within the Secretariat of the Department Chair.

These data are used to improve the services provided by the Department.

Article 6. Student Complaints and Appeals Procedure

The process of submitting complaints and objections aims to determine actions so that the student can communicate and resolve the issue that concerns them.

Before taking any action of written complaint or objection, the student, depending on the nature of their complaint, may contact (in person, electronically, or by phone):

- a) For academic matters (teaching and enrollment), the teaching staff and/or to the Academic Advisor of the Department for the respective year of study.
- b) For examination and grading issues, the Chair of the Department.
- c) For matters related to the provided administrative services, the Department's Secretariat.

For issues that cannot be resolved or are not resolved to the satisfaction of the student through the process of direct approach, the Department provides students with the opportunity for written submission of complaints and

objections related to the educational and administrative services provided by the Department. The procedure is described as follows:

1. Students can record any complaints on the Complaints and Objections Submission Form of the Department, which is available in print form from the Department's Secretariat and through the Department's website.
2. The prospective student completes the Complaints and Objections Submission Form, recording succinctly and clearly the issue he/she faced regarding the educational and administrative services provided by the Department.
3. The student submits the Complaints and Objections Submission Form either in person in printed form at the Department's Secretariat, receiving a protocol number, or electronically to the email address tex-secr@unipi.gr with the subject: Complaint/Objection Submission, or through the respective application on the Department's website <https://www.tex.unipi.gr/>. In case of electronic submission, the Department's Secretariat is obligated to confirm receipt of the Form via email within a period of two (2) working days. Students who have reservations about nominally submitting complaints/objections may request an oral hearing from a member of the competent Committee.
4. The Department's Secretariat promptly forwards the complaint or objection of the student, along with any supplementary material, to the CSCAM.

Article 6. Operation of the Student Complaints and Appeals Management Committee

The CSCAM meets regularly, not less than once per quarter, and may convene extraordinary meetings on a case-by-case basis.

The Committee reviews the complaint or objection and takes necessary actions to resolve the issue. It is at the discretion of the Committee to summon the applicant for a hearing and/or escalate the matter to the competent bodies of the Department, School, or Institution, as appropriate, on a case-by-case basis, as follows:

- a) For matters requiring mediation between students and faculty, auxiliary staff, or administrative services of the University, ensuring legality within the framework of academic freedom, addressing instances of mismanagement, and safeguarding the smooth operation of the Institution, complaints and objections are forwarded to the Ombudsman of the University.
- b) For violations of ethical and academic quality standards, complaints and objections are referred to the Ethics Committee of the Department.
- c) For issues related to gender discrimination, complaints and objections are forwarded to the University Gender Equality Committee.
- d) For matters related to the protection of personal data, complaints and objections are forwarded to the Data Protection Administrator.
- e) For complex issues, complaints and objections are forwarded to the Department Assembly or the competent administrative body of the University of Piraeus.

The Committee submits an annual report of its overall activities to the Department Assembly and the Curriculum Committee at the end of the academic year.

Article 6. Notification of Involved Parties

Within twenty-five (25) working days, the CSCAM is obligated to respond to all involved parties, in writing or orally, regarding the actions taken to resolve the issue, as well as any decisions that have been made.

Article 7. Request for Review/Reconsideration

In case the actions taken by the CSCAM to address the complaint or objection do not satisfy any of the involved parties, a request for review of the matter may be submitted.

The decision on further actions and/or the final resolution of the issue is made by the Department Assembly.

Appendix. Complaints and Objections Submission Form

UNIVERSITY OF PIRAEUS
DEPARTMENT OF INDUSTRIAL MANAGEMENT AND TECHNOLOGY

COMPLAINTS AND OBJECTIONS SUBMISSION FORM

To:

DEPARTMENT SECRETARIAT

Protocol No:.....

STUDENT DETAILS

FULL NAME:

FATHER'S NAME:.....

REGISTER No:.....

PHONE NUMBER:.....

E-MAIL:.....

Please formulate concisely and clearly the complaint or objection you have, or the issue you have encountered, regarding the educational and administrative services provided by the Department.

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I declare that I explicitly and unreservedly consent to the processing of my personal data for the purpose of managing my present complaint.

PIRAEUS,

THE APPLICANT

(signature)