



University of the Peloponnese
School of Human Movement and Quality of Life Sciences
Department of Sports Organization and Management
Postgraduate Studies Program
“Sport Management and Organization of Sport Activities for People with
Disabilities”

REGULATION FOR THE MECHANISM FOR THE MANAGEMENT OF STUDENT COMPLAINTS AND OBJECTIONS

Sparta, 2023

Regulation for the Operation of the Mechanism for the Management of Student Complaints and Objections.

1. Introduction

In order to improve the operation of the Postgraduate Studies Program “Sport Management and Organization of Sport Activities for People with Disabilities” of the Department of Sports Organization and Management, and within the framework of strengthening the student-centred educational process and accountability, the procedure for the submission and management of complaints by the postgraduate students of the Program enters into operation as from the academic year 2023-24. This procedure concerns all complaints relating to the quality of the educational and administrative services provided by the Department, so as to safeguard the educational process of the students and to protect the standing of the Program. In particular, the student chooses whether the complaint he or she wishes to express or report concerns Teaching matters or Procedural matters. Indicative topics falling under the two categories are set out below:

a) Teaching matters: study guidance, theses, practical training, quality assurance, evaluation, etc.

b) Procedural matters: authentication system passwords, academic identity card, registration/suspension, study certificates, student welfare, etc.

2. Purpose

The complaints management policy is addressed to active students of the Program and is aimed at resolving a disagreement or problem, such as:

- i. Disagreement on matters of studies and attendance.
- ii. Improper conduct by a member of the academic or administrative staff.
- iii. Inadequate guidance of students by a member of the academic or administrative staff.

3. Scope

Students must study the study regulation and, in general, the rules of operation of the Program, in order to be aware of their rights and obligations. They must also address their Academic Advisor for guidance and support on matters of concern to them relating to their studies.

Students may submit an oral and/or written complaint where an act or decision of a member of the Department is not consistent with:

- the study and attendance regulations

- the Code of Ethics and/or the procedures provided for, which concern: (a) academic Teaching and Research, (b) the proper use of facilities and infrastructure, (c) the protection of intellectual property and copyright, (d) proper conduct in the workplace and (e) equality and the combating of harassment and sexual harassment.

4. Management of Complaints

In every case, the submission of a complaint is not a reflex option or reaction to any unsatisfied request of a student. Well-intentioned discussion and a willingness to resolve a problem interpersonally constitute a fundamental academic strategy and must be chosen before the problem acquires the potential rigidity of a complaint.

The student must submit his or her complaint within 30 days from the day on which the problem arose.

STEP 1: Hearing (direct resolution): examination of the student's complaint or problem by the teacher responsible or by a member of the administrative staff (Secretariat), depending on the nature of the complaint. The member of the Department examines the problem or complaint in cooperation with the student and proposes a solution.

STEP 2: Mediation (formal resolution): Examination of the student's complaint or problem by the Academic Advisor. Where, after the completion of the direct resolution procedure, the student objects to the resolution or the situation remains problematic, he or she may submit the complaint to his or her Academic Advisor by electronic mail and request a hearing during the designated office hours. The Academic Advisor examines the problem or complaint in cooperation with the student and proposes a solution. The Academic Advisor may, at his or her discretion, also contact other members of the Department in order to request their assistance in resolving the problem.

STEP 3: Administrative Review (Coordinating Committee of the Program): Examination of the student's complaint or problem by the Coordinating Committee of the Program. Where, after the completion of the mediation procedure of the Academic Advisor, the student objects to the resolution or the situation remains problematic, he or she may submit the complaint in writing to the Coordinating Committee of the Program through the protocol office, using the attached **COMPLAINT SUBMISSION FORM** (See the

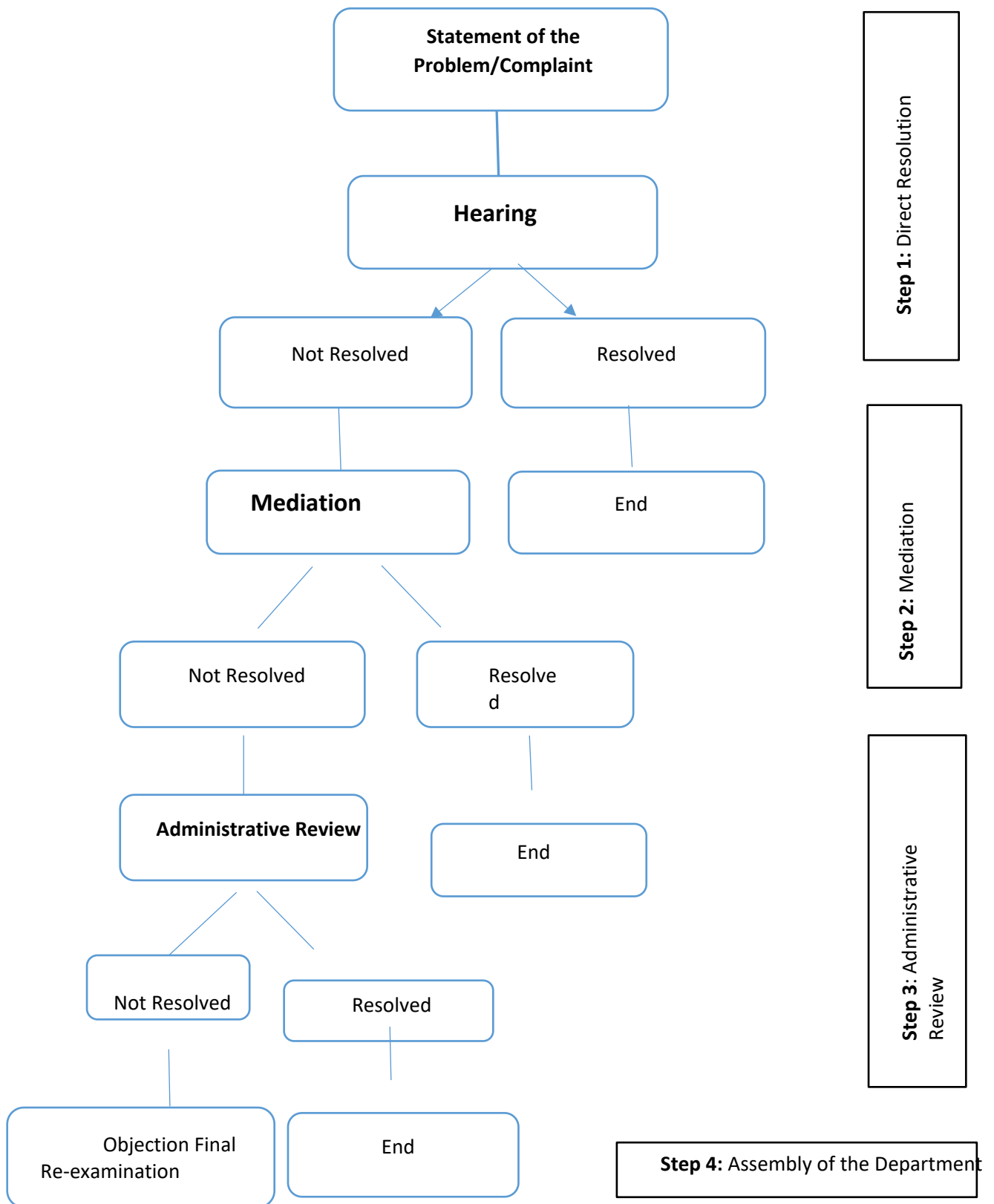
Annex), which states, among other things, the hearing and mediation procedure that was followed.

The Coordinating Committee takes the necessary steps to examine and investigate the problem. Depending on the nature of the problem, it may call the student to a hearing and request the assistance of any member or body of the Program. Within a reasonable period of time, and depending on the nature of the problem and the urgency of the matter, the student is duly informed of the outcome of the steps taken and of the decisions reached concerning the problem or complaint. A decision is taken on the resolution of the problem or complaint.

STEP 4: Objection and Final Re-examination of the problem or complaint

Where, after the completion of the administrative review procedure of the problem or complaint, the student objects to the resolution or the situation remains problematic, he or she may again submit the complaint in writing to the Assembly of the Department through the protocol office, using the specific complaint submission form, which states, among other things, the hearing, mediation and administrative review procedure that was followed. The decision taken by the Assembly of the Department is final (see the flow chart of the procedure for stating a problem or complaint).

Flow chart of the complaints mechanism procedure



5. Other Ways and Procedures for Submitting Complaints and Objections

5.1 Student Ombudsman

The institution of the Student Ombudsman was established by Article 55 of Law 4009/2011 for the purpose of mediating between students and the teaching staff or administrative services of the Institution, in order to address instances of maladministration, with the aim of ensuring compliance with the law and safeguarding the proper operation of the Institution. The Student Ombudsman has no competence in matters of student examinations and grades. The competences of the Student Ombudsman in force are laid down in Article 130 of Law 4957/2022 (Government Gazette 141A/21.07.2022).

Within the framework of his or her competences, the Student Ombudsman investigates cases, ex officio or following a report by a student, and mediates with the competent bodies of the institution for their resolution. In order to fulfil this mission, he or she may request from the services of the institution any information, document or other evidence concerning the case, examine persons, conduct on-site inspections and order expert opinions. If he or she establishes that, in a particular case, the law is not being complied with, that instances of maladministration are observed, or that the proper operation of the institution is being disrupted, he or she draws up a finding, which is communicated to the professor concerned or to the competent administrative service and to the student who submitted the report, and mediates by every appropriate means for the resolution of the problem. The Student Ombudsman may, by an act of his or her own, place on file a report that is judged to be manifestly vague, unfounded or unsubstantiated. If he or she considers that there are indications of the commission of a disciplinary offence, the case is forwarded to the competent disciplinary body.

In accordance with the internal regulation of the University of the Peloponnese, the duties of the University Mediator are also assigned to the Student Ombudsman. The University Mediator is a consultative body whose competence is to exhaust every effort at the amicable resolution of disputes between the members of the academic community of the Institution, or between the bodies of the Institution and the members of the academic community or third parties, and to ensure compliance with the law and with ethics on the basis of the legislation in force for Higher Education Institutions and of the Internal Regulation of the Institution.

The University Mediator, following a report by the member or body of the Institution concerned or by any third party, investigates the matter within the framework of his or her competences and recommends to the governing bodies of the Institution measures for the out-of-court resolution of the dispute

5.2 Committee for Gender Equality and Combating Discrimination

The committee was originally established as the “Gender Equality Committee” by Article 33 of Law 4589/2019. By Article 128 of Law 4957/2022 (Government Gazette 141A/21.07.2022) the name of the committee was set as the “Committee for Gender Equality and Combating Discrimination” and its competences were extended. The Committee is a consultative body of the Institution and of its governing bodies. The mission of the Committee is to promote gender equality and to combat discrimination on the grounds of gender, racial or ethnic origin, religion or belief, state of health or disability, age or sexual orientation, at all levels of operation and in all the procedures and activities of academic life. The Committee contributes to the prevention and addressing of every kind of discrimination and to the prevention and addressing of sexism, sexual harassment and every kind of harassing behavior within the institution.

The Committee has the following competences:

- ☐ it draws up action plans for the promotion and safeguarding of substantive equality and for combating discrimination in the educational, research and administrative procedures of the institution, and prepares an annual report, which it submits to the Senate and to the Administration Board.
- ☐ it recommends to the competent bodies measures for the promotion of equality and the combating of discrimination, and for addressing sexual harassment and every kind of harassing behavior,
- ☐ it monitors and evaluates the progress of the implementation of the above measures and their results, and recommends their amendment, revision or supplementation,
- ☐ it provides information and training to the members of the academic community on matters relating to gender equality, LGBTQI persons and the combating of every kind of discrimination, and to addressing sexual harassment and every kind of harassing behavior,
- ☐ it promotes the development of study programs and the conduct of seminars and lectures focusing on the study of gender, of LGBTQI persons, of the combating of discrimination and of addressing sexual harassment and every kind of harassing behavior,
- ☐ it promotes the conduct of studies and research on matters relating to its field of competence,
- ☐ it records the reports and complaints of incidents of discriminatory treatment and of sexual harassment or harassment on grounds of gender, and forwards them to the competent bodies,
- ☐ it provides assistance to victims of discrimination, sexual harassment and harassing behavior when they report discriminatory treatment or harassment

Annex

COMPLAINT SUBMISSION FORM

To:
the Secretariat of the Postgraduate
Studies Program "Organization of
Sport Activities for People with
Disabilities"

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

Surname:

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First

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name:.....

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Father's name:

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Registration No.:

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Mobile telephone:

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e-mail:

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Sparta, ...

The Applicant

(full name & signature)

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I declare that I accept the processing of my personal data for the purpose of
managing the present complaint.