

University of Ioannina
Department of History and Archaeology
D4.3. Regulation for the management of student complaints and objections
[Faculty Board Decision, No 542, 27/5/2026]

The PSP, in its implementation, follows the regulation for the management of complaints and objections of the students at the University of Ioannina, in accordance with the Senate Decision 1192/24-03-2026

**MODEL REGULATION FOR THE MANAGEMENT OF COMPLAINTS AND OBJECTIONS OF STUDENTS OF
THE STUDY PROGRAMS OF THE UNIVERSITY OF IOANNINA**

*Approved by unanimous decision at the meeting no. 1192/24-03-2026 of the Senate of the University
of Ioannina*

Table of Contents

ARTICLE 1: Purpose.....	4
ARTICLE 2: Definitions	4
ARTICLE 3: Scope of Application.....	5
ARTICLE 4: Submission Procedure for Complaints and Objections	6
ARTICLE 5: Right to Information	7
ARTICLE 6: Evaluation of the Implementation of the Complaint and Objection Resolution Procedure.....	7
ARTICLE 7: Approval and Amendment of the Present Regulation	7

ARTICLE 1: Purpose

The present Regulation for the Management of Complaints and Objections (KDPE) of students is drafted within the framework of the Internal Quality Assurance System (ESDP) and the improvement of the work produced by the University of Ioannina.

The purpose of the KDPE is to ensure, through a mechanism for managing student complaints and objections, the improvement of the quality of educational and administrative services provided by the academic Departments to all students participating in the Study Programs.

The specific objectives for establishing the KDPE are to define and implement procedures for the reliable, systematic, and continually improving resolution of difficulties encountered by students during their studies. Furthermore, it aims to establish the regulatory standards through which the analysis and handling of complaints and objections that may arise for any student will become more reliable, user-friendly, and systematic, thereby contributing to the improvement of their learning and teaching experience, as well as the smooth operation of all Study Programs within the Departments of the University of Ioannina. Additionally, a student-centered support framework will be created, contributing to the redesign and continuous improvement of the provided studies and services.

ARTICLE 2: Definitions

A complaint is defined as an expression of protest (oral or written) by a student regarding the quality of the academic and administrative services provided of the University's academic Departments.

An objection is defined as any written statement of dissent or doubt by a student regarding an outstanding or problematic resolution of the issue/problem concerning them.

The grounds on which students may formulate and submit complaints, either in writing or orally, relate to:

1) Problems arising from actions or decisions of a faculty member or a collective body. These problems may include (indicatively):

- ✓ Problems arising from non-compliance with study and attendance regulations.
- ✓ Problems arising from non-compliance with prescribed procedures regarding teaching and research.
- ✓ Problems concerning examination and grading matters.
- ✓ Problems in student-instructor interaction.
- ✓ Problems concerning the spirit of cooperation between students and members of the scientific staff of the university community, as well as the equal treatment of all students.
- ✓ Issues arising from a lack of consistency (timetables, failure to provide timely notification of changes, emergency instructor substitution, etc.) regarding the educational process.

- ✓ Issues arising from inappropriate behavior of academic staff or harassment of any nature.
 - ✓ Problems concerning the implementation of the learning process, such as delayed response to the assignment or grading of coursework and/or written exams, resolution of queries, or provision of clarifications, etc.
- 2) Problems in communication between students and the administrative services of the Department or the Institution, due to (indicatively):
- ✓ Inappropriate behavior of administrative staff.
 - ✓ Delayed or incomplete response from administrative staff.
- 3) Problems concerning the building and logistical infrastructure of the Department or the Institution. These problems may include (indicatively):
- ✓ Inadequacies of facilities (heating, ventilation, seating, lecture halls, laboratories, etc.).
 - ✓ Deficiencies in logistical infrastructure (equipment, accessibility, etc.) that hinder the student's daily life and studies.
 - ✓ Difficulties arising from deficiencies in the administrative services provided that support the operation of the Departments.
- 4) Problems arising in relationships between students. These may include (indicatively):
- ✓ Issues arising from the cooperation between students on academic matters.
 - ✓ Issues arising from the cooperation between students and their collective bodies.
- 5) Other issues concerning (indicatively) the infringement or misappropriation of intellectual property rights.

ARTICLE 3: Scope of Application

The policy for the management of complaints and objections is addressed to the entire active student population of the three study cycles of the University's Departments. Before submitting a complaint or objection, students are required to study the Study Guides and the general and specific Study Regulations of the Programs in which they are enrolled, as well as the general Operating Regulations of the University, so as to be aware of their rights and obligations. The Student Affairs Committee is designated as the competent body in each Academic Department for monitoring and correctly implementing the student complaint and objection management procedure. Throughout all stages of the procedure's implementation, all parties involved are obligated to observe and protect personal data, as defined by the legislation currently in force.

ARTICLE 4: Submission Procedure for Complaints and Objections

The procedure for submitting complaints and objections aims to define the actions required so that the student can communicate the issues concerning them, as well as ensure their resolution. The procedure unfolds in the following steps:

Before taking any action to formulate a written complaint or objection, as a first stage/step, the student must—depending on the nature of their complaint—contact a member of the faculty members (DEP) and Laboratory Teaching Staff (EDIP) or their Academic Study Advisor. In accordance with University regulations (Senate Decision 1104/30-03-2021), the Academic Study Advisor discusses any issue with the student that creates obstacles to their studies and falls within the Advisor's remit. If the problem is not resolved through the aforementioned informal process, or if a conflict of interest or roles arises with the Academic Study Advisor, then the following written/formal procedure is followed:

STEP 1: The student records the issue of concern on the Complaint and Objection Submission Form (Form A9a) and submits it to the Secretariat of their Department. In cases where an informal resolution process has preceded this, the hearing and mediation process that was followed must also be mentioned on the Form.

STEP 2: The Secretariat of their Department, after assigning a protocol number to the Complaint and Objection Submission Form completed by the student, forwards it to the Department's Student Affairs Committee. The Committee, in turn, examines the dimensions of the problem concerning the student and takes the necessary actions to resolve it, referring it, when necessary, to any competent member or body of the Department, to the Departmental Assembly, or to a competent service or structure of the Institution. Depending on the nature of the problem, the Student Affairs Committee may invite the interested student to a private meeting to present their views before proceeding with the necessary actions. The student must be informed in a timely manner and via the most appropriate means regarding the time and date of the meeting, as well as the participants who will be attending.

Within the framework of Step 2, if the Student Affairs Committee has not resolved the issue and the situation remains problematic, or if the proposed solution does not satisfy the student, then the student may resubmit the matter of concern to the Departmental Assembly. This is done by following the procedure described in Step 1, additionally including the actions that have been taken up to that point.

STEP 3: In the event that the matter is referred to the Departmental Assembly, any decisions related to its resolution are final and irrevocable. If the case is complex, the Departmental Assembly may refer the case to another body or structure of the University. If a resolution of the issue is achieved without referral to the Departmental Assembly, the case is then closed.

In the event that all the above procedures have been implemented but the student continues to disagree with the decision regarding the resolution of the matter, they may address the Vice Rector for Academic Affairs of the University for a re-evaluation of the settlement.

ARTICLE 5: Right to Information

The student must be informed in writing by the Department within a period of 20 days from the submission of their complaint regarding the actions taken, as well as any decision reached concerning their issue. In the event that the student does not receive a response within the aforementioned timeframe, they may address the Vice Rector for Academic Affairs for further settlement of their complaint.

ARTICLE 6: Evaluation of the Implementation of the Complaint and Objection Resolution Procedure

It is deemed appropriate to implement actions that will contribute to the optimization of the complaint and objection resolution procedure. Complaints and objections submitted via the formal/written procedure must be recorded and categorized electronically, so that the results of their resolution are measurable, evaluable, and comparable, both qualitatively and quantitatively (Form A9b).

The Student Affairs Committee proceeds with the evaluation and classification of complaints and objections. It is recommended that the Committee classifies complaints and objections based on their origin (teaching-academic environment, administrative services, Departmental infrastructure, cooperation problems between students) and carries out an assessment of the process results. Within the above framework, and at the end of each academic year, the Committee compiles a report including the following elements:

- The total number of complaints and objections submitted by students to the Department.
- The total number of student complaints and objections that were examined by the Department in accordance with the prescribed procedure.
- The total number of student complaints and objections that, following their examination, were resolved by the Department or the Institution.

ARTICLE 7: Approval and Amendment of the Present Regulation

The Model regulation was approved at the 1192/24-03-2026 Session of the Senate of the University of Ioannina and may be amended and revised by decision of the Senate.

GUIDE FOR THE IMPLEMENTATION OF COMPLAINT AND DISPUTE MANAGEMENT PROCEDURES FOR STUDENTS OF STUDY PROGRAMS AT THE UNIVERSITY OF IOANNINA

PURPOSE

The student complaint and dispute management procedures describe the manner in which complaints and disputes that may arise for any student during the course of their studies are addressed reliably and systematically. This is done in order to improve the quality of the educational and administrative services provided by the academic Departments to all students participating in the Programs of Study.

DEFINITIONS

COMPLAINT: A complaint is defined as the expression of protest (oral or written) by a student regarding the quality of the provided educational, administrative, and digital services of the University's academic Departments.

OBJECTION: An objection is defined as any written statement of dissent or doubt by the student regarding a pending or problematic resolution of the matter/problem that concerns them.

Complaints and objections concern all students across all Programs of Study at the University of Ioannina.

REASONS FOR WHICH STUDENTS SUBMIT WRITTEN OR ORAL COMPLAINTS

- Problems arising from actions or decisions of a member or a collective body of the Academic Departments, such as:
 1. Non-compliance with study and attendance regulations.
 2. Non-compliance with the provided procedures concerning teaching and research.
 3. Examination and grading issues.
 4. Student-instructor interaction.
 5. Spirit of cooperation between students and members of the scientific staff of the university community, as well as the equal treatment of all students.
 6. Non-compliance with consistency (schedules, timely notification of changes, etc.) concerning the educational process.
 7. Misconduct by academic staff or harassment issues of any nature.
 8. Problems in the implementation of the learning process.
- Problems in the communication of students with the administrative services of the Academic Departments and/or the Institution, such as:
 1. Inappropriate behavior by administrative staff.
 2. Delayed or incomplete response from administrative staff.

- Problems relating to the building, logistical, and digital infrastructure of the Academic Departments and/or the Institution, such as
 1. Inadequacies in facilities (heating, ventilation, seating, lecture halls, laboratories, etc.)
 2. Deficiencies in logistical infrastructure (equipment, accessibility, etc.)
 3. Deficiencies in the provided administrative services.
 4. Technical problems on digital platforms (asynchronous material, feedback delays)
- Problems arising in the relations between students, such as:
 1. Issues arising from cooperation between students on academic matters.
 2. Issues arising from cooperation between students and their collective bodies.

SCOPE OF APPLICATION OF THE PROCEDURE

Responsible Party for the Procedure in each Academic Department is: The Student Affairs Committee or whomever the Academic Department designates as responsible by its decision.

PROCEDURAL STEPS

• INFORMAL (ORAL) PROCEDURE

Oral communication of the student with the Academic Advisor or with a faculty member (DEPs/EDIPs) of the Department and an attempt to resolve the problem.

If: Acceptable solution by the student: Completion of the Procedure.

If: Unacceptable Solution to the problem by the student:

• FORMAL (WRITTEN) PROCEDURE:

Responsible Party for the Procedure in each Academic Department is: The Student Affairs Committee or whomever the Academic Department designates as responsible by its decision.

STEP 1: SUBMISSION OF AN ELECTRONIC OR HARD-COPY COMPLAINT/PROBLEM TO THE SECRETARIAT OF THE ACADEMIC DEPARTMENT (Form A9a)

STEP 2: FORWARDING OF THE COMPLAINT/PROBLEM TO WHOMEVER THE ACADEMIC DEPARTMENT HAS DESIGNATED AS RESPONSIBLE BY ITS DECISION

Attempt to resolve the complaint/problem by the responsible party, it (when required) to the following bodies:

1. Competent member or body of the Department
2. Department Assembly
3. Competent University Service
4. University Structure

If: RESOLUTION OF THE COMPLAINT/PROBLEM BY THE PERSON RESPONSIBLE OF THE ACADEMIC DEPARTMENT AND COMPLETION OF THE PROCEDURE

If: UNACCEPTABLE RESOLUTION OF THE COMPLAINT/PROBLEM BY THE STUDENT:

SUBMISSION OF THE PROBLEM BY THE STUDENT TO THE ASSEMBLY OF THE ACADEMIC DEPARTMENT:

- REFERRAL OF THE PROBLEM BY THE ASSEMBLY TO ANOTHER BODY OR UNIVERSITY STRUCTURE (IF NECESSARY)
- RESOLUTION OF THE COMPLAINT/PROBLEM BY THE ASSEMBLY WITH DECISIONS THAT ARE FINAL AND IRREVOCABLE

If: **UNACCEPTABLE RESOLUTION OF THE COMPLAINT/PROBLEM BY THE STUDENT:**

The student may address the Vice Rector of Academic Affairs to Resolve the matter anew

COMPLETION OF THE PROCEDURE

STUDENT'S RIGHT TO INFORMATION

PARTY RESPONSIBLE FOR INFORMATION: The Academic Department has the obligation to inform the student in writing or electronically within twenty (20) days of submitting the complaint/problem regarding the actions taken and the decisions made. In the event that the student does not receive a response/update within the aforementioned period, they may address the Vice Rector of Academic Affairs.

EVALUATION OF THE COMPLAINT & DISPUTE RESOLUTION PROCEDURE APPLICATION

PARTY RESPONSIBLE FOR EVALUATING THE PROCEDURE IN EACH ACADEMIC DEPARTMENT IS: The Student Affairs Committee or whomever the Academic Department designates as responsible by its decision.

RELEVANT FORM: A9b

The person responsible for the procedure conducts an annual evaluation and classification of complaints & disputes according to their origin:

- Teaching/Academic environment
- Administrative Services
- Department Infrastructure
- Problems on digital platforms
- Cooperation problems between students

This report includes the total number of complaints & disputes that were:

- Submitted
- Examined
- Resolved

Date: _____

Protocol No.: _____

STUDENT COMPLAINT & DISPUTE SUBMISSION FORM

To the Secretariat of the Department of:

Student Identity Details

- First Name: _____
- Last Name: _____
- Registration/Student ID Number: _____
- Year of Study: _____
- Telephone: _____
- E-mail: _____

The matter concerning the student regards:

- ☐ ACADEMIC-TEACHING ENVIRONMENT
- ☐ DEPARTMENT ADMINISTRATIVE SERVICES
- ☐ DEPARTMENT LOGISTICAL AND DIGITAL INFRASTRUCTURE
- ☐ COOPERATION BETWEEN STUDENTS

Other (description):

Summary of the Complaint/Problem

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

Description of the hearing and mediation process followed:

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

By signing this application, I declare that I explicitly, freely, and unconditionally consent to and accept the collection, processing, and storage of my personal data solely and exclusively for the purpose of completing the above procedure.

Ioannina,

The Applicant
(Full Name - Signature)

SUMMARY FORM FOR RECORDING COMPLAINTS & DISPUTES*(concerns complaints/disputes submitted by students to the Department that have received a protocol number)***Department:** _____**Academic Year:** _____**PLEASE COMPLETE THE FOLLOWING FIELDS:**

	Total number	<i>Categorization of complaint with respect to</i>			
		<i>Academic / teaching environment</i>	<i>Department administrative services</i>	<i>Department infrastructure</i>	<i>Cooperation between students</i>
Total number of complaints: <i>(The total number of disputes, complaints, recommendations, etc., submitted by students during the reference academic year, i.e., from September 1st to August 31st of the reference year)</i>	*	**	**	**	**
Examined complaints: <i>(The total number of disputes, complaints, recommendations, etc., of students that were examined in accordance with the prescribed procedure during the reference academic year, i.e., from September 1st to August 31st of the reference year)</i>	*	**	**	**	**
Accepted complaints: <i>(The total number of disputes, complaints, recommendations, etc., of students which, following their examination, were resolved by the Department during the reference academic year, i.e., from September 1st to August 31st of the reference year)</i>	*	**	**	**	**

* *Mandatory field, as it concerns HAHE (Hellenic Authority for Higher Education)*** *Optional categorization and field completion*

The Coordinator of the Student Affairs Committee
(Signature / Name)